

EMILY THOMAS

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SUMMARY

Product Designer with 10+ years of experience designing large-scale productivity platforms, with a focus on **AI-driven workflows and complex interaction systems**.

At Google Drive, I lead the **Generative AI Organize initiative**, defining how users structure, understand, and generate content using Gemini. My work focuses on translating ambiguous model capabilities into intuitive, high-quality user experiences—designing workflows, interaction patterns, and system behaviors that make AI useful and usable at scale.

Previously, I led the evolution of Workspace’s file viewing experience into a platform supporting **1.7B weekly views**, where I integrated context-aware AI assistance across content types. Across these efforts, I’ve delivered **14 features that increased CSAT by 20% across 1.8B weekly views**, shaping how users interact with content through both traditional and AI-driven interfaces.

EXPERIENCE

STAFF INTERACTION DESIGNER / GOOGLE DRIVE

BOULDER

Nov 2024 – Present

Lead UX for the Generative AI Organize initiative, defining workflows that enable users to structure, generate, and interact with content using Gemini—addressing a core behavior, with **88% of users** organizing files on a weekly basis.

- Translate AI capabilities into intuitive product experiences, defining interaction patterns and user-facing abstractions.
- **Defined interaction patterns and a conversational UX framework for AI-powered file organization**, translating ambiguous user intent into high-quality responses that build trust at scale.
- Partner with product, engineering, and research to shape AI-driven product strategy, aligning model capabilities with real user workflows and product goals.
- Drive alignment across cross-functional teams and mentor designers across complex product initiatives.

SENIOR INTERACTION DESIGNER / GOOGLE DRIVE

BOULDER

Nov 2020 – Nov 2024

Led UX for Drive Viewing, transforming Workspace’s file viewer into a large-scale **content consumption** platform used by **billions of users**.

- Evolved the Drive viewer into a platform supporting 1.7B weekly views, enabling richer interaction with video, PDFs, and images.
- **Designed and launched a next-generation video playback experience**, improving navigation, playback controls, and overall viewing quality.
- **Defined the direction for key video features** including transcripts, chapters, descriptions, and preview scrubbing, improving content navigation and comprehension.
- Integrated **Gemini-powered assistance** into viewing experiences, enabling context-aware interactions across content types.
- Delivered 14 features that increased CSAT by 20% across 1.8B weekly views, significantly improving user satisfaction.
- Defined a scalable **information architecture for content consumption**, supporting a growing ecosystem of third-party formats.

EDUCATION

Bachelor of Fine Arts in Graphic Design
School of Art + Art History
University of Florida
Gainesville, Florida

TECHNICAL SKILLS

Figma, Adobe Products, Sketch,
Principle, Claude Code, Gemini Code,
OpenAI, JetSki

References upon request

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- Led Drive's **GM3 modernization**, updating **33 components across 41 product surfaces** and aligning with Workspace design standards.
- Contributed to the Workspace Design Council, defining cross-product design standards across Workspace.
- Served as an **accessibility lead**, teaching inclusive design principles and launching improvements including First Letters Navigation and Dark Mode.
- Mentored designers across Drive and Workspace, raising craft quality and aligning teams on complex product initiatives.

INTERACTION DESIGNER / GOOGLE DRIVE

BOULDER

Oct 2017 – Nov 2020

Led UX for **Drive's sharing and security** platform, improving how users manage permissions and protect sensitive information.

- Designed improvements to Drive's sharing workflows and dialogs, simplifying permission management for millions of users.
- Led UX for client-side encryption experiences, enabling secure collaboration across organizations.
- Prototyped and validated new collaboration concepts, influencing long-term product direction for Drive sharing.

PRODUCT DESIGNER / LEMONAID HEALTH

SAN FRANCISCO

May 2017 – Oct 2017

Led UX design for Lemonaid's core patient experience and internal systems.

- Conducted research and usability studies to improve patient onboarding and consultation flows.
- Designed wireframes, prototypes, and design systems to ensure product consistency and scalability.

HEAD OF PRODUCT / LEMONAID HEALTH

SAN FRANCISCO

June 2014 – May 2017

Led product strategy and design for Lemonaid's telehealth platform.

- Managed the full product lifecycle across consumer apps, web experiences, and physician tooling.
- Designed and scaled the Patient Information Management System (PIMS), enabling doctors to deliver rapid patient consultations—reducing consultation time from 5 minutes to under 30 seconds.
- Led research, analytics, and design efforts to improve patient experience and operational efficiency.
- Scaled the product by introducing 12 healthcare services ahead of the company's acquisition by 23andMe.

SENIOR UI DESIGNER / BRIGHTSCOPE INC

SAN DIEGO

October 2011 – June 2014

- Led visual design and UX improvements for BrightScope's financial analytics platform.
- Redesigned the enterprise product experience—Brightscope Beacon.
- Developed pattern libraries and style guides to improve product consistency