

## Work Experience and Education

May, 2017

**UX Designer at Indiana University** Bloomington, IN

- Coordinated the end-to-end design process for multiple applications that are used by more than 180,000 students across 9-campuses. This include establishing a design feedback loop with the cross-functional Agile team to ensure that the design is actively assessed from all angles including product vision, business logic, and technical feasibility.
- Increased project development efficiency by converting high-level visions and goals into actionable requirements that can be prioritized and estimated by the Agile teams.
- Facilitated user research through series of interviews, surveys, and ethnographic studies to identify workflow and highlight touch points that drives design direction.
- Converted insights into wireframes using Sketch and Axure to initiate feedback loop with business analyst and product owner to ensure the design aligns with business logic.
- Created and shared interactive mockup and prototypes using tools such as Axure, Invision, or Adobe Experience Design CC with stakeholders and the cross-functional Agile team. This active feedback loop helped to get everyone on the same page, and reduced development time caused by design debt.
- Led the system-wide design review of the developed applications by validating both visual and interactive design elements to ensure consistency with the implemented design.
- Promoted mobile-first approach in the application design to prioritize content and interactions. This ensures a consistent experience across devices.
- Championed a focus on accessibility in application development by working closely with the Assistive Technology and Accessibility Centers to help in building applications that are more accessible and inclusive.
- Produced documentations and sketches for an organization-wide design system that can be reused by more than 1,500 IT professionals across the organization to reduce design and development time.

March, 2013

**UX Designer at Megaputer Intelligence** Bloomington, IN

- Oversaw the design sessions to generate solutions that helped to improve the workflow of our data mining, and data analysis application by collaborating with leadership to determine project vision.
- Headed the design of a web-based data visualization tool by collaborating with leadership to identify priorities, and coordinated with a distributed development team to communicate design deliverables.

May, 2012

*Master of Science in Human Computer Interaction Design (May, 2012)*  
at **Indiana University**, Bloomington, IN

May, 2008

*Bachelor of Science in Informatics (May, 2008)*  
at **Indiana University**, Bloomington, IN

## Design Tools and Skills

### Initiating

User research/Storyboards/Sketch/  
Personas/Journey Map/Blueprint/  
Card Sorting

### Creating

Adobe tools/Sketch/Invision/  
Axure/HTML/CSS/LESS/Javascript/  
React.js/Principle

### Reflecting

Ethnography/Contextual Inquiry/  
Survey/Interview/Diary Study/  
Survey/Google Analytics

## Publications

### **Your and My Little Sprout: Proposed tool to improve the experience of collaboration**

Coauthored with Joy Jung, and presented the paper at the poster session of 2011 ACM Conference on Computer Supported Cooperative Work (CSCW) in Hangzhou, China.

### **Green Grocer: An application idea that promotes sustainable grocery shopping experience**

Coauthored the paper with Stephen Miller, Austin Toombs, and Jeremy White. The paper was accepted at the GLIDE 2012, a virtual conference based in Troy, NY.