
Work Experience and Education

May, 2016

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.