



Klarence OuYang

UX Engineer, Design Technologist, Product Designer

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Career Summary

Innovative, design technologist with several years' experience working with multi-functional teams and global business & IT units. Creative cross-functional leader credited for a collaborative design and development process. Agile and usability specialist skilled at improving productivity and efficiency, and decreasing time to delivery and increasing customer satisfaction.

Professional Experience

Cisco Systems, Inc. | San Jose, CA 2012 – 2018

Sr. UX Designer & Frontend Developer | 2014 – 2018

As the UX Lead I managed the Design & Frontend code (UI) for several internal partner applications (partner portal), from onboarding thru reporting.

- Led Design and Frontend Code for Cisco Partner Locator (Public Project)
- Served as Subject Matter Expert (SME) for UI conflicts (CSS/JS)
- Co-developed an internal CSS Framework (LESS)
- Built several reusable components (HTML, CSS, JS) used in production
- Served as SME for user experience, accessibility, and usability issues
- Created a UI Kit Style Guide (Adobe Xd) based on internal Brand Guide
- Authored User Journey Maps, User Flow Diagrams, Architectural Diagrams, Wireframes, Mockups, and Prototypes (both hotspots and code)
- Served as project manager, scrum master, and usability coordinator

Technical Project Manager Intern | 2012 – 2014

Collaborated with Project and IT managers to align dozens of internal sales tools to the changing business rules of the new fiscal year.

- Decreased cut-over time over 50%, from over a month to just over a week
- Coordinated daily/weekly support updates by creating email newsletters (1,000+ recipients), an intranet site, collaborative workspace (Jive), and Wiki
- Facilitated QA Test Case reports, after performing root cause analysis

San Jose State University | San Jose, CA 2011 – 2013

Web Developer & Designer

Developed and maintained the SJSU Career Center website.

- Co-led the website transition to a Content Management System (CMS)
- Designed/Developed responsive templates for external email marketing
- Created graphic design materials for print and web
- Supported IT as needed, Active Directory, printer/computer issues

MiraCosta College | Oceanside, CA 2009 – 2011

Marketing Assistant & Web Developer

Maintained Student Activities Department Website and campus marketing.

- Created uniform fliers, posters, and digital ads to promote schoolevents
- Evaluated fund appropriation through data collection initiative of collegeevents

Education

UX Design Certificate –

Human-Computer Interaction

MIT CSAIL – May 2018

B.S. Business –

Management Information Systems

San Jose State University – Dec 2013

A.A. Web Development & Design

MiraCosta College – May 2011

Skills

Design

Responsive Design (Mobile First)
Information Architecture
Interaction Design
Data Visualization
Visual Design / Graphic Design

Prototyping Tools

Adobe Suite (Xd, Ai, Ps, Ae, Pr, etc.)
Sketch + InVision
Code (HTML/CSS/JS)
Axure
Zeplin
OmniGraffle / Visio

Tech

Semantic HTML (SEO)
CSS / SCSS / LESS
Vanilla JavaScript + AJAX
• D3.js + ChartJS
• jQuery/Angular/React/VueJS
• Node + Express + npm
Webpack + Gulp/Grunt
Version Control (Git, GitHub, SVN)

UX Methods

Card Sorting
Content/Task Analysis
Heuristic Evaluation
Persona
Usability Testing
User Journey Mapping
Wireframing