**Design Technologist | Product Designer | UX Developer**

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. Areas of expertise include:

* CSS Architecture
* Web Performance
* Usability Expertise
* User-centered Design
* Design Thinking
* Agile Methodologies
* Project Management
* Scrum master

# EXPERIENCE

**CISCO SYSTEMS, INC.,** San Jose and Milpitas, CA **2012 – 2018**

## Sr. UX Designer / Specialist and Frontend Developer, 2014-2018

Managed the Design and Frontend code for internal partner facing applications (partner portal), from onboarding thru reporting.

* Served as Subject Matter Expert (SME) for UI conflicts (CSS/JS), and frequently asked to lend expertise to ongoing projects to prevent project from any delays and publish on time.
* 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.
* Authored a UI Kit Style Guide (Adobe Xd) based on internal Brand Guide.
* Created User Journey Maps, User Flow Diagrams, Storyboards, Architectural Diagrams, Wireframes, Mockups, and Prototypes (both hotspots and code).
* Led Public Project – [Cisco Partner Locator](https://locatr.cloudapps.cisco.com/WWChannels/LOCATR/openBasicSearch.do).

## 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 and 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](http://www.sjsu.edu/careercenter/).

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

**KLARENCE NATHANIEL OUYANG**

## MIRACOSTA COLLEGE, Oceanside, CA 2009 – 2011

## Marketing Assistant and Web Developer

Maintained [Student Activities Department Website](http://www.miracosta.edu/studentservices/studentlife/index.html) and campus marketing.

* Created uniform fliers, posters, and digital ads to promote school events.
* Evaluated fund appropriation through data collection initiative of college events

# EDUCATION

## Certificate in Human Computer Interaction for UX Design, MIT CSAIL

* Bachelor of Science in **Business - Management Information Systems**, San Jose State University
* Associate of Arts in **Web Development and Design**, MiraCosta College

**DESIGN & TECHNICAL EXPERTISE**

**Design**

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

**UX Methods**

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

**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
  + Query/Angular/React/VueJS
  + Node + Express + npm
* Webpack + Gulp/Grunt
* Version Control (Git, GitHub, SVN)