 [Klarence OuYang](https://www.linkedin.com/in/klarence/)

Design Technologist, Product Designer, UX Designer

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**Information Architecture | Interaction Design | Usability Expertise**

**Responsive Design | User-centered Design | Design Thinking**

**Agile Methodologies | Project Management | Dashboard Design**

# 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*](https://www.cisco.com/c/en/us/partners/tools.html)*.*

* Led Design and Frontend Code for [Cisco Partner Locator](https://locatr.cloudapps.cisco.com/WWChannels/LOCATR/openBasicSearch.do) (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*](http://www.sjsu.edu/careercenter/)*.*

* 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*](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

## [UX Design Certificate – Human-Computer Interaction](https://mitcsail.credential.getsmarter.com/j5ee26db) MIT CSAIL – May 2018

**[B.S. Business –](http://blogs.sjsu.edu/mystory/2015/09/04/klarence-ouyang/)**

**[Management Information Systems   
San Jose State University](http://blogs.sjsu.edu/mystory/2015/09/04/klarence-ouyang/)** [– Dec 2013](http://blogs.sjsu.edu/mystory/2015/09/04/klarence-ouyang/)

**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)

OmniGraffle / Visio

Axure

Zeplin

## 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

Persona

Card Sorting

Wireframing

User Journey Mapping

Content/Task Analysis

Heuristic Evaluation

Usability Testing