Jason C. Gao

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EDUCATION

Georgia Institute of Technology

Master of Science, Human-Computer Interaction – 4.00 GPA   August 2024 – May 2026

Bachelor of Science, Computer Science – 3.91 GPA   August 2019 – May 2023
Minor in Music Technology

SKILLS

Research & Design: Ethnography, Field Research, Contextual Inquiry, Survey Design, User Interviews, Service Design, Journey Mapping, Wireframing, Rapid Prototyping, Heuristic Evaluations, Thematic Analysis, Grounded Theory, Figma, Qualtrics, Miro
Implementation: TypeScript, JavaScript (React.js, Node.js), Python, Java, C#, SQL, HTML, CSS, Docker, Git, AWS

WORK EXPERIENCE

UX Intern – American Gaming Systems   May 2025 – August 2025
- Spearheaded UX direction of internal designer productivity tool, leading research and design efforts.
- Facilitated **biweekly feedback sessions**, speaking with 13 users over 4 different teams to identify pain points and opportunities.
- Led sketching **co-design workshops** with engineers to collaboratively identify future design directions.
- Designed 3 new user flows in Figma and worked step-by-step with engineers to build and deploy successfully.
- Deployed designs raised usability from old screens by more than 30%, measured by System Usability Scales.

UX Engineering Intern – American Gaming Systems   May 2024 – August 2024
- Led the research, design, and implementation of a critical component for a new web-based tool to aid designer productivity.
- Conducted **competitive analysis** and **contextual inquiry** with 2 internal designers to design and evaluate the tool.
- Fully implemented design as a resolution-responsive web UI using TypeScript, React.js, and MUI component library.
- The engineered solution was rated the most usable and robust component by employees, requiring 0 redesigns for over a year.

Full Stack Developer Intern – IBM   June 2022 – August 2022
- Designed and developed an internal tool for helping employees rapidly trace and diagnose errors on mainframe systems.
- Followed IBM style guides and design system to seamlessly deploy the app using React.js and JavaScript.
- Deployed ElasticSearch, SQL databases and built a REST API to retrieve log data to support the backend of the design.

PROJECTS

Lead Researcher & Project Lead – Co-Designing Technologies for Reimagining Cultural Heritage   January 2025 – May 2026
- Researched, designed, and physically prototyped an electronic instrument for reimagining traditional Chinese Fan Dance.
- Interviewed over 12 traditional dancers spanning professional, extracurricular, and studio experiences.
- Prototyped physical devices using Arduino and physical sensors, codesigning an instrument alongside dancers.

UX Research & Design – Troov Friendship & Dating App Safety Features   August 2024 – December 2024
- Overhauled matching & meetup processes on Troov to design an experience from the ground up that prioritizes safety.
- Coordinated with 24 users over **semi-structured interviews** and **prototype feedback sessions** to iteratively design the app.
- Designed **4 distinct user flows** from initial matching phase to post-meetup to create a holistic ecosystem built around safety.
- Conducted **heuristic evaluations** with UX experts, **usability studies** with current users, achieving 89.4 SUS average usability.

UX Research & Design – Environmental Justice Community Organization Dashboard   August 2024 – December 2024
- Designed dashboard for organizing communities against industrial pollution, embedded in their existing Facebook ecosystems.
- Interviewed 5 local residents, 2 community organizers, and 1 environmental scientist to develop a stakeholder ecosystem map.
- Conducted **task-based usability studies** of final design with residents, achieving 85 "excellent" usability score based on SUS.