

Jason C. Gao

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EDUCATION

Georgia Institute of Technology

Master of Science, Human-Computer Interaction

August 2024 – May 2026

Cumulative GPA: 4.00

Bachelor of Science, Computer Science

August 2019 – May 2023

Minor in Music Technology

Cumulative GPA: 3.91

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 employee productivity tool, leading research and design efforts.
- Facilitated **biweekly feedback sessions**, speaking with over 4 different teams to identify key 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 ensure successful implementation.
- Raised usability by 31% when comparing redesigns with original screens, measured by SUS scales.

UX Engineering Intern – American Gaming Systems

May 2024 – August 2024

- Researched, designed, and implemented a brand new full stack web-based tool to aid employee productivity.
- Iteratively designed the tool on Figma from interviews with current internal employees.
- Implemented the design as a resolution-responsive web UI using TypeScript, React.js, and MUI component library.
- Evaluated the working app with designers using **think aloud protocols** and **contextual inquiry**.

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.
- Developed the UI design using JavaScript and React.js based on IBM component libraries.
- Deployed Elasticsearch, SQL databases and built a REST API to retrieve log data to support the backend of the design

PROJECTS

UX Research & Design – Troov Friendship & Dating App

August 2024 – December 2024

- Partnered with the meetup app startup Troov to redesign the matching and in-person meetup processes to prioritize safety.
- Evaluated current user needs of daters through **user surveys**, **semi-structured interviews**, and an **app teardown**.
- Affinity mapped interview notes to perform **thematic analysis** and generate design requirements.
- Performed iterative design through sketching, wireframing, and prototyping on Figma to generate 4 distinct design solutions.
- Evaluated designs using **heuristic evaluations** with UX experts, **usability studies** with current users.

UX Research & Design – Environmental Justice Community Outreach

August 2024 – December 2024

- Worked with a local community facing pollution health risks to design ways of organizing change against industrial plants.
- Conducted **literature review**, **social media mining**, and **participant observation** of physical and digital communities.
- Performed **semi-structured interviews** with local organizers, residents, and scientists to evaluate current practices.
- Performed iterative design sessions through sketching, wireframing, storyboarding, task analysis, and prototyping on Figma.
- Evaluated designs through **task-based usability studies** and **surveys** with residents of the local fenceline community.