



WENDI DING

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WHAT I AM BEST AT

I LEARN FAST

I can quickly learn how to develop findings from the data and most importantly, how to derive insights that drive the business and lead to actionable design recommendations.

I PLAY VIOLIN

I have played the violin for over 15 years, certified as A1 level by National arts organization. I play quartets, solo in concerts, music is part of myself.

WORK EXPERIENCE

Now JUL 2019	IBM Aspera Emeryville, CA UX Researcher <ul style="list-style-type: none">- Large-scale ticket Analysis implementing hybrid research methodologies of NLP clustering and affinity diagramming. Visualized and leverage findings to help stakeholders inform data-driven design decisions.
JUN 2019 MAR 2019	NAPSTER Ann Arbor, MI & Seattle, WA UX Researcher <ul style="list-style-type: none">- Evaluated the Napster mobile experience, refined usability, identified opportunities.
MAY 2019 FEB 2018	UNIVERSITY OF MICHIGAN Ann Arbor, MI Design Research Manager Assistant @ Office of Academic Innovation <ul style="list-style-type: none">- Performed Heuristics evaluation and remote interviews to evaluated learners' experiences of the Edx <i>Umich Micro Master Program: User Experience (UX) Research and Design</i>- Redesigned the peer review mechanism for Edx learners, resulting in a 27% increase on learners' completion rate, 31% increase on learners' active degree
AUG. 2018 JUN. 2018	WBUR, Boston's NPR News Station Boston, MA UX Research Intern @ Bizlab <ul style="list-style-type: none">- Synthesized data from 3,000+ surveys, 6-month wbur.org's web traffic, and a focus group, delivered the WBUR audience profile- Produced user donation journey, designed an experimental model, developed the online experiment accordingly. Verified the model by launching the experiment through Facebook, wbur.org, and Alexa.- Gave 45-minute speech to all stakeholders and the whole news station on the topic <i>What do we know from the persona experiment?</i>- Published a series of blogs expressing the importance of user profiles and practical suggestions on the fund-raising strategy to national public radio stations
MAR. 2017 NOV. 2016	MICROSOFT RESEARCH ASIA Beijing, CHINA Assistant Program Manager <ul style="list-style-type: none">- Facilitated the decision of building a new online system to be made through usability test, on-site interviews with different stakeholders and comparative analysis- Presented research findings and persuaded the stakeholders and product development team to accept, resulted in a new online intern recruiting system which accelerates the whole hiring process 92.4%
DEC. 2018 JAN. 2018	UNIVERSITY OF MICHIGAN Ann Arbor, MI UX Research Lead @ Maestro - Multidisciplinary Design Program <ul style="list-style-type: none">- Spearheaded and mentored user research to inform the redesign of Maestro- Incorporated feedback from users by rapidly redesigning and retesting features that performed poorly during usability testing

ACADEMIC RESEARCH

PRESENT SEP. 2018	<i>Uncertainty Information Visualization</i> Ann Arbor, MI HDI Lab @ University of Michigan
DEC. 2018 SEP. 2018	<i>Enhance architecture design learning with AR</i> Ann Arbor, MI Mastery Project @ University of Michigan
JUL. 2017 AUG. 2016	<i>GFBio NLP-Ontology Matching Visualization</i> Berlin, GERMANY HCC Lab @ Free University Berlin <i>2017 Outstanding undergraduate thesis award</i> <i>University Alliance for Sustainability scholarship</i>
JUN. 2016 SEP. 2015	<i>Emoji usage of worldwide smart-phone users</i> Beijing, CHINA HCI Lab @ Peking University

EDUCATION

APR. 2019 SEPT. 2017	UNIVERSITY OF MICHIGAN Ann Arbor, MI M.S., Human Computer Interaction <i>2nd place Amazon Voice Technology Design Competition</i>
JUNE 2017 SEPT. 2013	PEKING UNIVERSITY Beijing, CHINA B.S., Computer Science <i>3rd place 2016 Express to Silicon Valley Innovation Entrepreneurship competition</i> <i>1st place 2014 Universities students Art Show as Peking University Orchestra violinist</i>

SKILLS

RESEARCH	DESIGN	TOOLS
Usability Study (Lab-based & Remote) Contextual Inquiry Heuristic Evaluation User Interview User Journey Diary Study Experimental Design Data Visualization Survey Focus Group Competitive Analysis Card Sorting Statistical Analysis	User-Centered Design Participatory Design Personas & Scenarios Journey Map Wireframing Rapid Prototyping Data Visualization Accessibility Programming JavaScript (D3) HTML, CSS Python, R C++ Java Swift	MS PowerPoint MS Excel UserTesting.com WebEx Qualtrics SurveyMonkey Google Analytics Optimize Tableau RStudio Sketch InVision Adobe Illustrator Adobe Photoshop Framer Prezi