

Alice Wang

EXPERIENCE

IBM UX/UI Design Intern

January 2021 - Present

- Enhanced the troubleshooting and mitigation process for IBM Sterling Support Engineers by designing a database-driven documentation website.
- Facilitated working sessions with cross functional teams to drive research into end-to-end user flows and wireframes.
- Planned, conceptualized, and executed high-fidelity prototypes and interaction flows reflecting IBM's brand guidelines.

IBM Lead Visual Design Intern

June 2020 - September 2020

- Utilized design thinking to lead a team of 4 interns to produce on-brand graphic designs and videos for IBM Radio, an internal radio station accessed daily by thousands of IBMers around the world.
- Brainstormed new visual concepts for internal social media campaigns to drive up engagement, ultimately increasing weekly listeners by 120%.
- Actively identified design opportunities to elevate the radio station and ensure its standards are consistently reflected in every deliverable.
- Analyzed quantitative data to ensure monthly engagement growth.

IBM Software Solutions Engineer Intern

May 2020 - Present

- Resolved deep technical issues related to the IBM Sterling softwares for high-profile clients using knowledge of User Experience Design, Java, SQL, XML, JSON, Docker, Kubernetes, Postman.
- Conducted UI and architectural analysis of IBM Sterling softwares to strengthen software performance and maintain a seamless user experience.
- Achieved year-to-date NPS of 100% by actively identifying clients' needs through effective diagnosis and troubleshooting. This accomplishment was formally recognized by IBM's Director of Global Client Success.

Women in Technology Society VP of Development

May 2020 - Present

- Directly managed and worked alongside a team of 4 developers to code full-stack projects using HTML/CSS, Bootstrap, Javascript, PHP and SQL .
- Worked closely with the design and finance team to define the scope of each project and set the deliverables schedules ahead of time.
- Hosted weekly all-hands meetings with the development team to identify and mitigate any roadblocks, increasing team productivity by 80%.

CONTACT

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TOOLBOX

Design Tools

Figma / Sketch / Adobe XD

Adobe Illustrator

Adobe Photoshop

Development Languages

HTML5 / CSS3 / Bootstrap

Javascript

Python / Java / C / C++ / Qt

Unix / Linux

SQL / PHP

EDUCATION

Western University

Graduate: 2022

BSc. Computer Science and
Medical Sciences

CERTIFICATION

Grow with Google

October 2021

UX Design Professional
Certification

IBM

Graduate: July 2020

Enterprise Design Thinking
Certification

IBM

Graduate: May 2020

Agile Methodologies
Certification