

Alice Wang

EXPERIENCE

IBM UX/UI Design Intern

January 2021 - Present

- Enhanced the troubleshooting and mitigation process for IBM Sterling Support Engineers by designing an internal database-driven documentation website.
- Facilitated brainstorming and working sessions to drive research knowledge into a vision and design strategy.
- Planned, conceptualized, and executed design solutions as required to meet overall project timelines.

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.

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 and assessing clients' needs through effective diagnosis, troubleshooting, and resolution. This accomplishment was formally recognized by IBM's Director of Global Client Success.

UNICEF Western UX/UI Designer

October 2019 - May 2020

- Designed, prototyped and implemented the UNICEF Western website by streamlining their vision and adhering to UNICEF's graphic visual guide.
- Performed data-driven research to help standardize overall design and branding for UNICEF Western.

CONTACT

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TOOLBOX

Design Tools

Figma / Sketch / Adobe XD

Adobe Illustrator

Adobe Photoshop

Development Languages

HTML5 / CSS3 / Bootstrap

Javascript

Python / C / C++ / Java

Unix / Linux

SQL

EDUCATION

Western University

Graduate: April 2022

BSc. Computer Science and
Medical Sciences

Grow with Google

Graduate: October 2021

UX Design Professional
Certification

IBM

Graduate: July 2020

Enterprise Design Thinking
Certification

IBM

Graduate: May 2020

Agile Methodologies
Certification