Amber Weng

Product / UX Designer

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EXPERIENCE

UX Designer | Independent Freelancer

12/2018 - Present • Redmond, WA

Client-based products
• **T3 Go** - a ride-sharing mobile application
• Explore and design safety feature for T3 Go to gain riders' trust and ensure the safety of passengers
• Achieve 95% user satisfaction rating in Apple store in 3 months
• **Selfhelp** - a virtual senior center web application
• Prototype high fidelity mockups of the dashboard for Selfhelp to enrich the quality of life for homebound seniors with live-stream classes
• Conduct card sorting to reorganize the information architecture
• **Easy Inclusion** - an employment application for disabled people
• Synthesize research findings with actionable recommendations and supporting data to stakeholders
• Create and maintain a component-based design system
• Collaborate closely with developers and PMs to execute balanced design solutions

Product Designer | Chihuo

06/2018 - 11/2018 • Chicago, IL

• Designed a mobile application to help users find authentic Asian restaurants more conveniently and efficiently
• Delivered surveys to 1M+ subscribers and conducted 10+ user interviews to obtain guidelines on users' needs and behaviors
• Reduced 80% of usability issues by delivering usability tests and analyzing users' feedback
• Produced and iterated on user flows, wireframes, and low to high fidelity prototypes

Product Marketing Manager | Chihuo

09/2016 - 11/2018 • Chicago, IL

• Organized strategy meetings and proposed recommendations to optimize marketing performance across all digital media platforms
• Managed multiple projects simultaneously from end to end, including Foodie Map, Asian Restaurants Week, Chicago Food Bowl

Social Worker | Selfhelp Community Services

10/2015 - 07/2016 • New York, NY

• Interviewed 300+ Medicaid patients quarterly through home visits to provide cognitive behavioral therapy and social assistance
• Cleaned and updated clinical data from the NYS Medicaid Office by applying SPSS to monitor patients' health conditions

EDUCATION

Northeastern University

2022 Spring(expected) • Seattle, WA

M.S. in Information Systems
UX Concentration

General Assembly

2018 • Chicago, IL

Certificate of UX Design

New York University

2015 • New York, NY

M.S. in Social Work
GPA: 3.75, Scholarship Recipient

SKILLS

Design
Interaction Design
Information Architecture
Storyboard / Persona
Wireframe
Journey Map
Prototype
Web Accessibility

Research
Competitive Analysis
Usability Testing
Contextual Inquiry
Diary Study
Interview / Survey
Card Sorting

Tools
Sketch / InVision
Figma / Balsamiq
Photoshop / Illustrator
Procreate
HTML / CSS / JavaScript
Python / Java
Google Analytics

Languages
English - Fluent
Chinese - Native