AMBER WENG

Product/ UX Designer

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(908)-230-7244

EXPERIENCE

UX Designer | Independent Freelancer

12/2018 - Present • Chicago, IL

• Clients include: a ride-sharing company (**T3 Go**) and a healthcare management institute (**Justmiine**)
• Explore and design safety feature for **T3 Go** to gain riders trust and ensure the safety of passengers
• Prototype high fidelity mockups of dashboard for **Justmiine** to visualize medical data and help healthcare teams monitor patients conditions
• Collaborate closely with developers and PMs to execute balanced design solutions
• Synthesize research findings with actionable recommendations and supporting data to stakeholders

Product Designer | Chihuo Inc

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

OTHER EXPERIENCE

Marketing Manager | Chihuo Inc

09/2016 - 11/2018 • Chicago, IL

• Advocated research findings and social media reports to clients through written reports and in-person presentations
• Managed social media marketing by writing blog articles and running email, Facebook campaigns. Increased 10K+ subscribers during the first quarter

Social Worker | Selfhelp Community Services

10/2015 - 07/2016 • New York, NY

• Interviewed 300+ Medicaid patients quarterly on field trips 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

General Assembly

Certificate of UX Design
2018 • Chicago, IL

New York University

Master of Social Work
GPA: 3.75, Scholarship Recipient
2015 • New York, NY

Shanghai Ocean University

Bachelor of Social Work
GPA: 3.76, Shanghai Excellent Student (Top 5%), The First Prize Scholarship
2013 • Shanghai, China

SKILLS

Design

Persona • Storyboard • Wireframe • Prototype • Information Architecture • Journey Map

Research

Interview • Survey • Usability Testing • Competitive Analysis • Contextual Inquiry

Tools

InVision • Sketch • Figma • Balsamiq • Photoshop • Procreate • SPSS • Excel (advanced) • Google Analytics • HTML/CSS

Languages

Chinese • English