

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 dashboard for Selfhelp to enrich quality of life for homebound seniors with live-stream classes
 - Conduct card sorting to reorganize the information architecture
- **Morningstar** - a private school web application
 - Design and develop Morningstar official website, from visual design to content strategy
 - Collaborate closely with developers and PMs to execute balanced design solutions
- **Easy Inclusion** - an employment web application for disabled people
 - Synthesize research findings with actionable recommendations and supporting data to stakeholders
 - Create and maintain a component-based design system

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

Product Marketing Manager | Chihuo Inc

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, such as Foodie Map, Asian Restaurants Week, etc

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

Northeastern University

2022 (expected) • Seattle, WA

M.S. in Information Systems
UX Concentration

New York University

2015 • New York, NY

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

General Assembly

2018 • Chicago, IL

Certificate of UX Design

SKILLS

Design

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

Research

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

Tools

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

Languages

English
Chinese