

# Amanda Zhang

UX Designer

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Bowling Green, KY — Willing to Relocate

UX Designer with experience in user research and usability testing, passionate about learning, deepening design practice, and creating user-centered design solutions.

## Skills

- User Research, User Interview, Problem Solving, Usability Testing
- Wireframing, Prototyping, User Flow, Design Interaction
- Collaboration, Communication, Feedback, Iteration

## Work Experience

### UX Designer — StreetFeast

August 2025 – Present

- Conducted user research through community surveys and outreach to understand user needs around discovering and following local food trucks
- Synthesized research insights to inform feature prioritization and user flow
- Created wireframes and high-fidelity designs to support mobile app development
- Collaborated with developers to implement features
- Iterated on design based on feedback and usability considerations

### Waitress — Hokkaido Ramen and Sushi

August 2025 – Present

- Delivered customer service by actively listening to guest needs and pain points to ensure a positive end-to-end experience
- Identified and resolved service issues while balancing guest satisfaction with operational efficiency
- Managed multiple tables during high-traffic periods, adapting quickly to changing priorities without sacrificing service quality
- Collaborated with team members (kitchen, servers, management) to ensure consistent and timely service delivery
- UX Skills Applied: User empathy, prioritization, communication, feedback gathering

### UX Research Volunteer — Leaderboard Golf

March 2025 – April 2025

- Conducted in-person user interviews to evaluate feature clarity, usability, and interaction flow
- Coordinated and moderated individual research sessions, adapting to participant availability and location
- Synthesized qualitative insights into a research summary with actionable recommendations

### UX Design Intern — Idea Lab/Western Kentucky University

August 2024 – December 2024

- Collaborated on a team to design the next iteration of SunSketcher, with the focus on user research
- Conducted secondary research to inform design decisions in the absence of direct user input
- Synthesized research findings into presentations to inform cross-team design decisions
- Supported prototyping and evaluation teams with design decisions and usability testing

### General Manager — Auntie Anne's

October 2023 – October 2025

- Resolved customer issues and streamlined order processes to improve customer experience and operational flow
- Led operational improvements and scheduling systems to enhance employee workflows
- Communicated corporate updates and ensured team alignment

## Education

### Bachelor of Fine Arts — UX Design

May 2025

Western Kentucky University, Bowling Green, KY

## Honors & Club

### AIGA Student Organization

Fall 2024 – Spring 2025

Co-President/Chair

### President's Scholar

Spring 2024

### Dean's List

Fall 2023