

# jan zheng

experience designer

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## Services

Content Strategy  
Information Architecture  
Interaction Design  
Rapid Prototyping  
Service Design  
User Experience Strategy  
Usability Testing  
User Research  
Web Design  
Wireframing

## Code

HTML, CSS  
Javascript, jQuery  
PHP  
Ruby  
Actionscript 3

## Web Technology

Responsive Web Design  
Bootstrap, Foundation  
Angular.js  
Meteor.js  
Email Template Design  
Static Site generation  
jQuery Mobile  
SCSS & Compass  
WordPress

## Design Tools

Axure, Balsamiq  
Sketch, Omnigraffle  
Adobe Creative Suite  
Microsoft Office  
Pen, Paper, Scissors, Glue!

## Other

Fluent in Swedish & Mandarin  
Dual citizen (U.S. & Sweden)  
Willing to relocate

“ I strive to create immersive, memorable, and delightful experiences, through user-centered design and iterative prototyping. ”

2014 – Present

### Ubiquiti Networks

**User Experience Architect / Designer / Developer** | Atlanta, GA

- » Not yet launched
- » Designing and creating the user experience requirements for a new self-support-centric social network similar to a combination of a forum, StackExchange, and Instagram.
- » Working with designers and back- and front-end developers and implementing a responsive front-end, SASS-based angular.js interface.

2012 – 2014

### nurun

**Senior User Experience Architect** | Atlanta, GA

- » Led and defined the user experience process across all digital projects: guided requirements and content strategy, created user flows, wireframes, interactive prototypes, and worked with developers and designers to bring our vision to life. I also developed a responsive prototyping framework for presenting creative comps and interactive prototypes.
- » **Clients:** Nespresso, Auto Trader, Assurant, Beazer Homes, Gas South, Manheim, The Home Depot, GE Energy, Disney, Peak10, and Tenzing

2010 – 2012

### Moxie

**User Experience Architect** | Atlanta, GA

- » Designed and developed mobile and web apps alongside tech and design teams, including the Verizon Wireless web and mobile store experience, the Cartoon Network mobile site, Coke's Live Positively, and web experiences for L'Oreal. I also supported campaign strategy, business pitches, and discovery endeavors and information architecture work.
- » **Clients:** Cartoon Network, Coca-Cola, Verizon Wireless, Pennington Seed, BBC America's Dr. Who launch, L'Oreal & Garnier, Autotrader, AMDRO, Nestea

2009 – 2010

### Carnegie Mellon University

**Masters in Human-Computer Interaction** | GPA: 3.79 | Pittsburgh, PA

#### First Responder Capstone Project

**Technical Lead, Interface Designer, User Researcher** | General Dynamics Viz | Pittsburgh, PA

- » Researched and prototyped a real-time, unified, collaboration tool for organizing and planning emergency response personnel for the Capstone Project. I performed ethnographic research geared towards understanding the workflow and culture within the Pittsburgh emergency response network, and created the pipeline that combined Google Maps with the client's custom web service and our prototype environment.

#### PG Connect

**Service Design** | Pittsburgh Post-Gazette | Pittsburgh, PA

- » A service design project aimed at engaging readers and increasing readership for the Pittsburgh Post-Gazette. My team developed ethnographic user research tools and performed contextual research to explore and understand how and why locals consume news. We prototyped a portal that connected readers to local reporters for hyper-local news, community engagement, local government, and activism.

2008 – 2008

### Microsoft Corp.

**Program Manager Intern** | Visual Studio Team Foundation Server | Raleigh, NC

- » Managed and produced an intern-developed shell extension feature for the Visual Studio Team Foundation Server team to provide features similar to those found in Tortoise SVN.

2004 – 2009

### University of Maryland, Baltimore County

**B.S. in Computer Science & Game Development; Psychology minor** | GPA: 3.45 | Baltimore, MD

Find out more at [janzheng.com](http://janzheng.com)