

Victoria Zhang

hivictoria.github.io

hivictoria.design@gmail.com

EDUCATION

Carnegie Mellon University

May 2023 | 3.83 GPA

B.S. in Information Systems

Minor in Media Design

TOOLS

Figma

Adobe Xd

InDesign

Photoshop

Illustrator

Premiere Pro

After Effects

Maya

Blender

METHODS

User Interviews

Card Sorting

Contextual Inquiry

Immersion Observation

User Personas

Journey Mapping

Design Sprints

Competitive Analysis

Storyboarding

Prototyping

Wireframing

CODING

Python

Ruby on Rails

Java

SQL

HTML, CSS, Javascript

AWARDS

Best in Class - Painting

Fort Bend Fair Art Auction

Glassell School of Art

Portfolio Scholarship

EXPERIENCE

Lead User Experience Designer

Epic Systems (July 2023 - Current)

- Lead designer for wound care and co-lead for home health & hospice applications for the top electronic health record system with over 240 million unique patient records
- Oversaw entire design process from ideation to release and created designs solutions for team of 110 developers
- Led complex, high-impact projects from conception to production while collaborating with cross-functional teams, including quality managers, developers, research scientists and healthcare clinicians
- Conducted 20+ heuristic evaluations and finalized design review approval for 95+ project designs
- Piloted and leveraged usability study results to drive scope & design requirements for project using ML model to capture automatic wound measurements through feedback analysis from card sorting and user interviews with wound care nurses and healthcare directors

UX/UI Design Intern

U.S. Bank (Sept 2022- Dec 2022)

- Collaborated with computer science, business analyst, design roles on Project Hermes: an internal initiative to broaden end-of-life planning and estate management services in banking
- Conducted user research to refine user personas & synthesize customer segmentation
- Visualized solutions through user journey maps & storyboards and synthesized survey findings to drive product strategy & service experience design
- Built out and designed internal Sharepoint website to educate teams on design sprints and funnel ideas into the innovation pipeline

UX/UI Design Intern

CoStar Group - Homes.com (June 2022 - Aug 2022)

- Designed, prototyped and pitched new property and image organizational feature for native mobile app
- Validated and iterated designs to pixel-perfect through focus groups, usability surveys, and A/B testing
- Collaborated with SEO specialists, data analysts, researchers and product managers to conceptualize a new homes recommendation initiative with a projected 12+ million revenue opportunity
- Standardized mobile & desktop compliance with new design system

UX Researcher & Designer

Women in IS (Nov 2021 - Dec 2021)

- Designed low & high fidelity wireframes, conducted user interviews, and analyzed aggregated testing feedback to improve information architecture and increased website traffic engagement by 17%
- Coded interactive website prototype for rebrand overhaul

