

Jiahao “Kasper” Xu

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EDUCATION

Cornell University | Ithaca, NY

MPS in Information Science | Expected June 2026

- GPA: 4.0/4.3
- Coursework: HCI Design, Business Intelligence Systems, Machine Learning, Digital Business Strategy.

University of Washington | Seattle, WA

BA in Communication | May 2025

- GPA: 3.84/4.0 | Honors: Phi Beta Kappa (Top 6%), Dean's List (2021-2025).
- Publication: Research paper on physical interface interactions.

PROFESSIONAL EXPERIENCE

Cornell University | Graduate Teaching Research Specialist (INFO4450) Ithaca, NY | Jan 2026 – Present

- INFO 4450 Computer-Mediated Communication: Guide undergraduate research on virtual team collaboration and interaction behaviors. Evaluate research methodologies and provide feedback to deepen students' understanding of digital communication mechanisms.

AltaMed Health | Product Design Intern

Los Angeles, CA (Hybrid) | Sep 2025 – Dec 2025

- Enterprise Data Portal: Designed and launched a centralized analytics portal for a healthcare network serving 500k+ patients. Collaborated with 7+ stakeholders (CISO, Audit) to consolidate 100+ disparate reports into a unified SharePoint platform.
- Usability Validation: Executed end-to-end design (Lo-fi to Hi-fi). Achieved a 5/5 user confidence score in navigation tasks through usability testing with internal analysts, significantly reducing report retrieval time.
- Design System: Developed a scalable Design System and delivered a 70-page handoff document.

Makalu Technology | UX & Product Design Intern

Xi'an, China | Jul 2024 – Sep 2024

- B2B Dashboard Refactor: Spearheaded the UX redesign of a business construction safety dashboard. Audited complex IA to reduce navigation depth by 40%, restructuring a cluttered sitemap into a streamlined linear workflow.
- Security Authentication: Designed end-to-end authentication workflows for "Cyber Defense Drills" (including MFA & recovery). Created 20+ high-fidelity screens covering edge cases to ensure 100% security compliance.
- Visual Standardization: Applied eye-tracking principles to optimize the visual hierarchy of critical KPIs (Labor, Material, Equipment) and established a standardized component library for engineering handoff.

Camp Kindness Counts | Web Experience Researcher

Seattle, WA | Jan 2023 – Apr 2023

- Inclusive Redesign: Led the Ally-focused website redesign for K-12 audiences. Executed a parallel prototyping strategy to explore divergent navigation concepts and established a unified visual language for long-term iteration.

SELECTED PROJECTS

TrustTrack – Transit App for Students | Product Researcher & Designer

Ithaca, NY | Fall 2025

- Persona Definition: Conducted contextual inquiries and affinity mapping to define the "Anxious Planner" persona, addressing the "ghost bus" pain point.
- Feature Validation: Architected a "Crowdsourced Trust Score" feature. Resolved 15+ usability violations via Heuristic Evaluation (Nielsen), validating reduced user anxiety through testing.
- System Design: Built a WCAG-compliant component library to ensure consistency across the "Plan-Ride-Arrive" journey.

Cornell Enterprise Security Intelligence | Data Product Analyst

Ithaca, NY | Fall 2025

- Built a Star Schema data model and SQL ETL pipeline to visualize user access patterns for the CISO, enabling detection of high-risk inactive accounts.

AI-Assisted CAD Platform Strategy | Product Strategist

Ithaca, NY | Fall 2025

- Formulated an "Inverted Firm" business model and ecosystem strategy for a generative design startup; received Top Honors (Perfect Score) in the graduate-level strategy course.

SKILLS

- Design & Research: Interaction Design, Information Architecture (IA), Wireframing, Parallel Prototyping, Design Systems, Contextual Inquiry, Affinity Mapping, Heuristic Evaluation, WCAG.
- Tools: Figma, Tableau, SQL, SharePoint, Power Apps, Adobe Creative Suite, R (Basic).
- English (Professional Proficiency), Mandarin (Native), Japanese (Conversational).