jan zheng

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Services

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

Web Tech

HTML5 & SCSS
Responsive Design
Bootstrap, Foundation
Node, Angular, Meteor
WordPress

Design Tools

Axure, Sketch
Adobe Creative Suite
Pen & Paper!

Other

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

Experience designer

I design and build functional, useful, and meaningful experiences.

Ubiquiti Networks

User Experience Architect / Designer / Developer   Atlanta, GA   2014 – 2016

» Designed and built a support-centric community social network for Ubiquiti's users, inspired by community forums, StackExchange, and Instagram.

» Business logic, requirements, wireframes, prototypes, and developed a custom SASS-based responsive front-end framework and built features with angular.js.

nurun

Senior User Experience Architect   Atlanta, GA   2012 – 2014

» Led and defined the user experience process across all digital projects: guided requirements and content strategy, created user flows, wireframes, interactive prototototypes, 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

Moxie

User Experience Architect   Atlanta, GA   2010 – 2012

» Designed and developed mobile and web apps, including the Verizon Wireless web and mobile store checkout flow, Cartoon Network mobile, Coca-Cola Live Positively, and Garnierusa.com. 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

Carnegie Mellon University

Masters in Human–Computer Interaction   Pittsburgh, PA   2009 – 2010

General Dynamics Viz

Technical Lead, Interface Designer, User Researcher   Pittsburgh, PA

» First Responder Capstone Project. Researched and prototyped a real-time, unified, collaboration tool for organizing and planning emergency response personnel. Ethnographic user research to understand Pittsburgh emergency response culture and workflow and developed web service and interface for prototype web app.

Pittsburgh Post-Gazette

Service Design   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.

Microsoft

Program Manager Intern | Visual Studio Team Foundation Server   Raleigh, NC   2008

» 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.

University of Maryland, Baltimore County

B.S. in **Computer Science** & **Game Development**, **Psychology** minor   2008 – 2009`

Find out more at **jan**zheng.com