JOCELYN CHEN

Product Designer

jocelynchen1126@gmail.com

jocelynchenjc.com

linkedin.com/in/jocelynchenjc/

EDUCATION

University of Washington

Seattle, WA / 2019 - 2023
B.S. in Human Centered Design & Engineering, Data Science
Cumulative GPA: 3.81 / Quarterly and Annual Dean's List

EXPERIENCE

UX Designer

Global Radio Outreach · July 2024 - Present

- Developed a centralized digital library platform to streamline access to email, websites, radio stations, and resources, enhancing missionaries' evangelism and discipleship efforts.
- Partnered with a diverse team to redesign an outreach website for missionaries, optimizing content management through a comprehensive CMS that improved accessibility and user engagement.
- Designed and implemented a CMS Dashboard, working closely with developers to track website statistics and streamline CMS tool management, resulting in enhanced operational efficiency.

Data Analyst Student Assistant

University of Washington Integrated Service Center · August 2021 - September 2023

- Enhanced partners' user experiences by conducting functional testing on a supervisory org management app, leading to two major updates and reduction in user errors.
- Improved data accuracy for 30,000+ employees by managing supervisory organizations in UW's Workday database.
- Processed 100+ daily Workday requests, optimizing workflow efficiency and improving database management.

Business Transformation Intern

Robert Half · June 2022 - August 2023

- Accelerated achievement of business value objectives through collaboration with a cross-functional team to redesign digital service products, enhancing the user experience for clients and candidates.
- Increased onboarding efficiency for new designers by creating a style guide documenting 31 Salesforce Lightning Design System components.
- Improved accessibility across 70+ Customer Touchpoints by conducting research and compiling comprehensive documentation, ensuring a consistent user experience for all partners.

PROJECTS

Product Designer & Client Liaison | UW SERCH, Senior Capstone

UW Center For Evaluation & Research for STEM Equity (CERSE) · January 2023 - June 2023

- Developed interactive prototypes for a student resource hub aimed at fostering collaboration and increasing STEM equity for minority students by improving access to essential resources.
- Informed strategic design decisions by collaborating with researchers and analyzing survey and interview data to create a resource hub for minority students, ensuring it aligned with their needs.
- Led communications as the primary point of contact with the project sponsor, delivering weekly status reports and ensuring alignment between team objectives and sponsor goals.

RELEVANT COURSEWORK

Visual Communication · Web Technologies · Technical Communication · Inclusive Design · Physical Computing · Interactive Systems Design & Technology · Prototyping Techniques · Usability Research Techniques · User Experience Prototyping Techniques · Information Visualization · Computer Programming I & II · Data and Society · Intro to Machine Learning · Database Systems

SKILLS

Wireframing
Concept Sketches
Information Architecture
Prototyping
Mockups
Journey Mapping
User Personas
Ideation
User Interviews
Usability Testing
Field Studies
Competitor Analysis
Surveys

DEVELOPMENT

HTML + CSS
JavaScript
Git
Python
SQL
R
Java

TOOLS

Figma
Microsoft Office Suite
Adobe PremierPro
Adobe Illustrator
Tableau
Miro
Jira
Webflow