

Jess Chinn Portfolio x +
jesschinnforthewin.com

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Who is Jess Chinn anyway?

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I am a financial business analyst turned aspiring UX designer.

After working for a few years as a business analyst, my favorite part of my job was working with a variety of internal departments and working through different solutions to everyday problems, but I felt a gap on how new process would impact the employees that will use the new process on a day-to-day basis.

I decided to make a pivot to UX design so that I could create better experience for the day-to-day users.

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My Interests **<h2>tag**

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<h3>tag **Crocheting and Sewing:** I enjoy being able to create new and personalized styles and items through crocheting and sewing. I am currently making a crochet sunflower blanket.

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<h3>tag **Reading:** I love diving into a new world or perspective by reading in my free time. I enjoy sharing my thought and opinions with friends as we share and trade different books.

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<h3>tag **Movies and TV Shows:** Watching movies and shows provides a new fresh insight into how different individuals visualize a story, and I enjoy being able to analyze how different actors/directors/screenwriters convey and evoke a variety of emotions and experiences.

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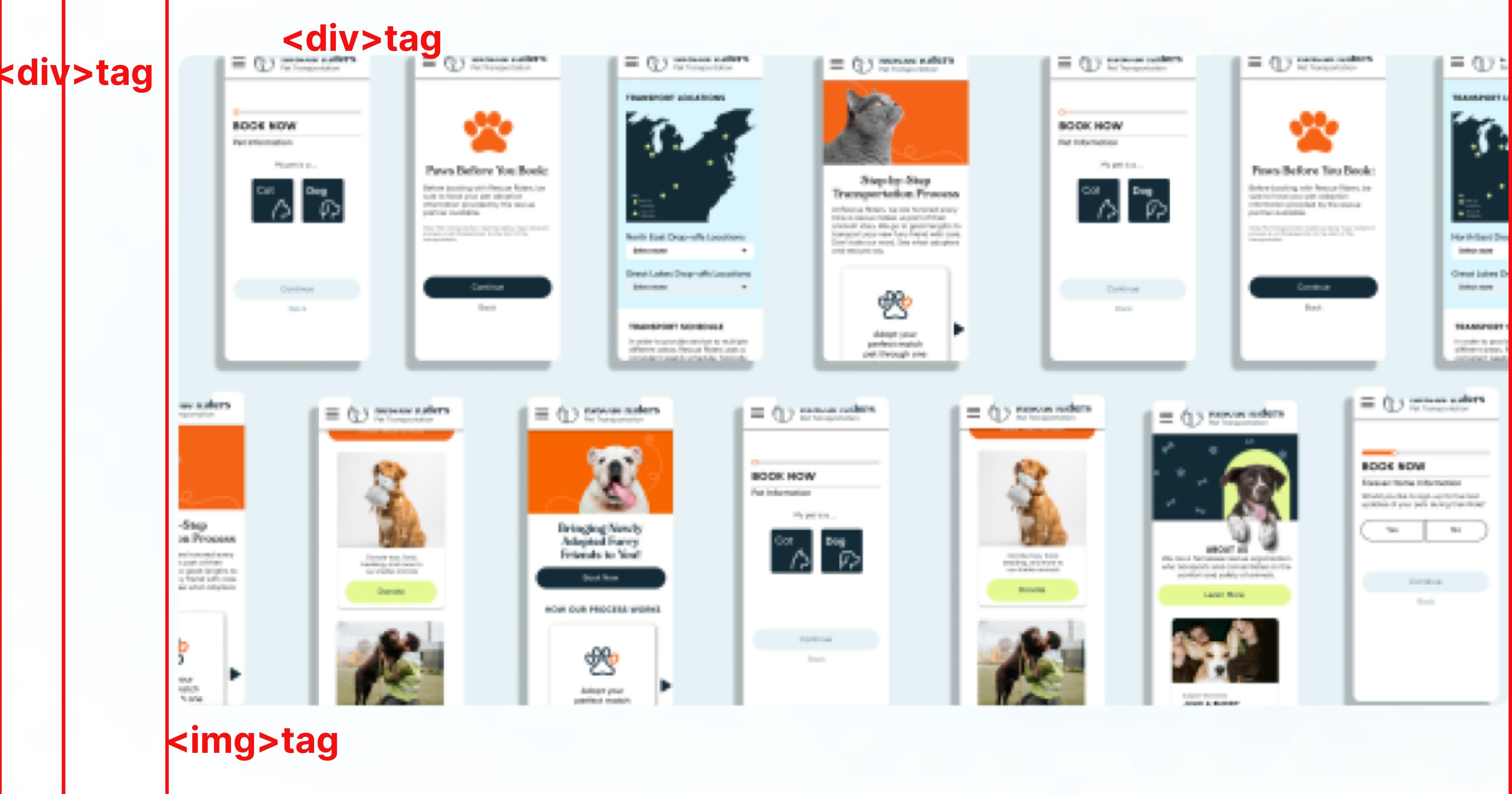
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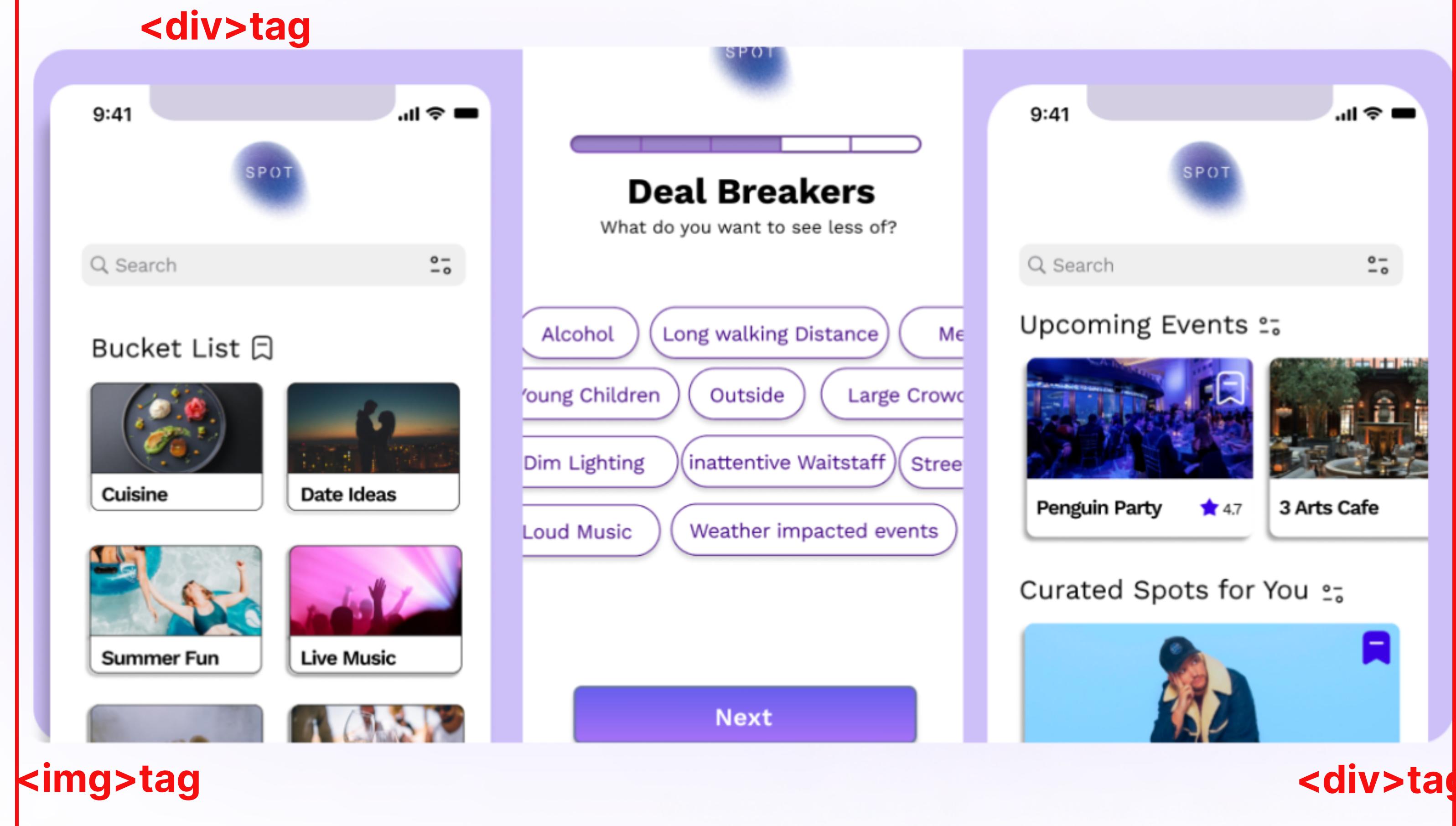
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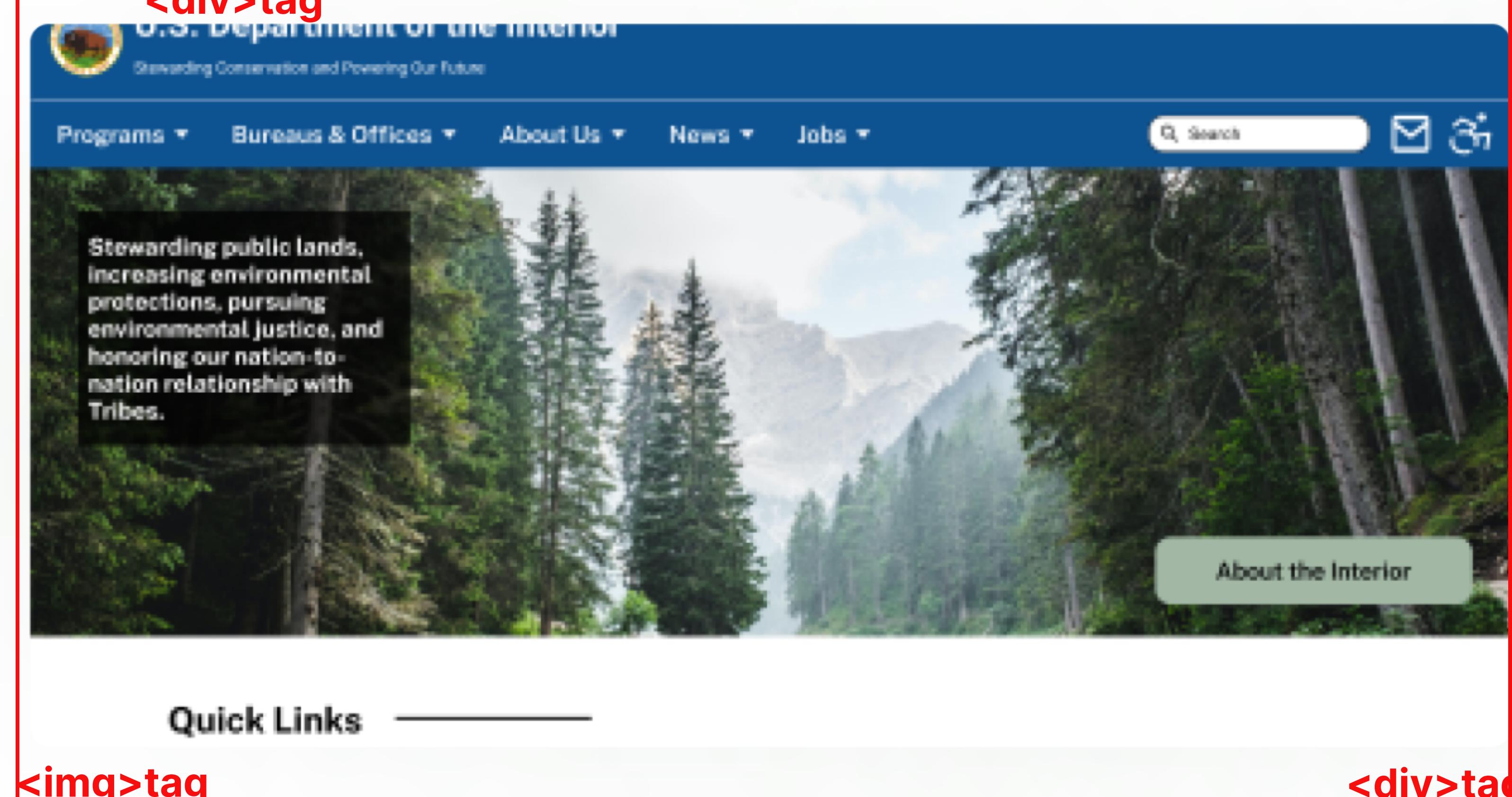
My Projects



Rescue Riders [Redesign](#) [A/B Testing](#) [RWD](#)



Spot Events [APP](#) [Team Project](#) [Early Work](#)



DOI Redesign [Redesign](#) [Solo Project](#) [RWD](#)

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Jess Chinn

Aspiring UX Researcher

Contact
jjchinn@gmail.com
www.linkedin.com/in/jessica-chinn

Education
Northwestern University
October 2023
UX/UI Boot Camp Certificate
Purdue University
May 2020
Bachelor of Science in Management
Minor in Human Rights

Skills & Tools

- Project Management
- Figma
- Trello
- Excel
- HTML
- CSS

Projects

Rescue Riders Redesign Chicago, IL
Northwestern University UX/UI Boot Camp July 2023 - August 2023

- Researched user wants and needs for adoption and pet transportation services and held user tests to analyze the current state website and a variety of redesign iterations to better improve the user experience
- Developed an updated and refreshed Rescue Riders mobile and desktop website using Figma to drive an increase in pet adoptions and transports
- Managed project timeline, tasks, and delegating work to team members for project completion

Department of the Interior Redesign Chicago, IL
Northwestern University UX/UI Boot Camp June 2023 - July 2023

- Researched the current user experience and knowledge of the Department of the Interior (DOI) website to evaluate the key issues users have in understanding the DOI services and website
- Evaluated the DOI website for user interface heuristics and identified key areas of improvement based on user research and site priorities
- Developed an improved DOI website, user tested prototypes, and made iterations based on user concerns and issues

Spot App Development Chicago, IL
Northwestern University UX/UI Boot Camp May 2023 - June 2023

- Evaluated and researched how users find local events, criteria for attending an event, and current issues with finding quality events to attend
- Synthesized user feedback into insight statements and brainstormed ways to address current state event finding issues
- Developed an app-based service that provides users a way to find "bestfriend-like" recommendations for events

Experience

Sr. Business Analyst Chicago, IL
Ann & Robert H. Lurie Children's Hospital of Chicago April 2022 - Present

- Developed a comprehensive excel-based budget for the Lurie Children's Foundation while managing the budgetary timeline, input from various stakeholders, and maintaining precise and up-to-date data
- Supported the development of the Department of Surgery provider-based management tool that brings together various provider based metrics in a consolidated monthly review for division administrators and surgery leadership
- Provided modeling support to help budgeting, financial analysis, and data management for variety of stakeholders and groups within the organization

Consultant Chicago, IL
Healthscape Advisors August 2020 - March 2022
Medicare Advantage and Medicaid Experience

- Support Medicare Advantage market entry by reconciling client technology capabilities with federal and state quality and performance metrics to identify targeted areas of impact
- Design a dynamic financial model to transform \$12M of fixed fee payment schedules into a value-based payment model
- Developed a dynamic action plan to address medical policies as COVID-19 changes in predictability in severity

Commercial Insurance Experience

- Redesign 5 medical management programs for a large Blue Cross Blue Shield health plan through evaluating the success and impact programs have on driving improved member care outcomes
- Built analysis models in Tableau and Excel to analyze membership population demographics, key enrollment, and medical trends within 6 New England states to project additional market penetration opportunities
- Expedited project progression with cross functional consulting teams by managing key milestones to deliver client oriented solutions

FHPS Summer Operations Intern Indianapolis, IN
Anthem Blue Cross and Blue Shield May 2019 - July 2019

- Analyzed and identified areas of improvement for 4 different claims processing and operational quality departments
- Conducted 4 interviews with department leads and SMEs to gather best practices and analyzed success measures to develop a manager success playbook
- Leveraged interview outcomes to designed a SharePoint system of communication for 10 managers to share and implement new practices

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