Joyce Shen

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Experience

UX Design Intern / Lacework

May 2021 - August 2021 / San Jose, CA

- Restructured and redesigned workflow for Lacework's security reports, enabling a brand new customization, organization, and sharing system for thousands of security executives across Lacework's customers
- Conducted user research, user testing, and Q&A sessions with customers and product, engineering, and customer success teams
- Overhauled Lacework's dark mode system and updated component library
- Collaborated with BRIDGEGOOD to lead a three-day UX design workshop

Product Designer / Bits of Good

January 2021 - Present / Atlanta, GA

- Collaborated in a cross-functional team to advance GT Scheduler, a course scheduling tool used by thousands of Georgia Tech students
- Designed a multipurpose portal for Hack4Impact (H4I), Bits of Good's parent organization, to facilitate nonprofits applying to work with H4I's twelve chapters

UI & Digital Coordinator / EFBA - Education Française Bay Area

June 2020 - November 2020 / San Francisco, CA

- Conducted user research and restructured staff portal to streamline onboarding for new employees
- Implemented web pages promoting cultural programs and developed a login/registration system for EFBA's website

Vertically Integrated Project / Design Bloc

January 2021 - May 2021 / Atlanta, GA

- Collaborated with industry and nonprofit clients in discussion and co-design sessions for service design projects

Education

Georgia Institute of Technology / BS Computer Science

August 2019 - May 2023 / Atlanta, GA

- 4.0 GPA, Faculty Honors / Concentrations: People and Media

Skills

Design	Tools	Code
UI Design	Figma	Java
User Experience Design	Sketch	HTML/CSS
User Research	Adobe XD	C
Wireframing	Adobe Photoshop	Python
Prototyping	Balsamiq	D3.js
Design Thinking	WordPress	Git
Digital Art	Miro	