

Joyce Shen

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Passionate product designer with 2 years of experience conducting user research and designing engaging and strategic user experiences in collaborative environments. Team player with strong communication skills, out-of-the-box ideas, and user-focused thinking.

Experience

UX Design Intern / Lacework

May 2021 - August 2021 / San Jose, CA

- Redesigned a workflow for creating security reports, to be used by thousands of security executives
- Conducted user research and Q&A sessions with customers and product + engineering + customer success teams
- Overhauled Lacework's dark mode design system and updated Lacework's 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 cross-functional teams to develop powerful web apps for nonprofits advancing social good
- Designed a mobile and web app streamlining communications between incarcerated mothers, infants, and caregivers
- Designed a multipurpose portal to facilitate nonprofits applying to work with Bits of Good's parent organization
- Added advanced features to GT Scheduler, a course scheduling tool used by thousands of Georgia Tech students

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

UI Design
User Experience Design
User Research
Wireframing
Prototyping
Design Thinking
Design Systems
Digital Art

Tools

Figma
Sketch
Adobe XD
Adobe Photoshop
WordPress
Confluence
Asana
Miro

Code

HTML
CSS
JavaScript
Java
C
Python
D3.js
P5.js