

# Joshua Tjong

UX Researcher & Product Manager

1 (626) 340-0164

jtjong@ucsd.edu

Linkedin.com/in/joshua-tjong

## Work Experience

### Sony Electronics

#### Human Factors Engineer/User Interaction Design Intern

*Jun 2018 - Dec 2018*

Working in Sony's UX research group on the planning and execution of usability studies in order to evaluate new and existing products. Generate new ideas or recommendation based on the findings. Conduct competitive analysis on products from a HCD standpoint. Coordinate and schedule usability test(s) with participants.

### UCSD Center for Digital Learning

#### Digital Instructional Design Assistant

*Sept 2017 - Present*

Currently working on UC San Diego's MicroMasters in Data Science. Working to help faculty design new and different learning experiences for learners in and beyond the UCSD campus. Helping design and coordinate learning goals for online courses, assessments (including peer reviews, formative quizzes, and in-video quizzes), video lecture slides, resources for faculty on various online teaching tools and affordances, setting up course materials on edX and Coursera, managing and supporting active online courses, and analyzing courses to make recommendations for improvements.

### UCSD Design Lab

#### Undergraduate Research Assistant

*Nov 2018 - Present | Jun 2017 - Jun 2018*

Current member of the Hyundai self-driving car project under Colleen Emmenegger in the Center for People-Centered Automation. Member of the Cognitive Canvas research project team under Dr. Jim Hollan, Dr. Mary Boyle, and Amy Rae Fox. Worked as a front-end developer and UX researcher.

### Educational Media Foundation

#### Research Associate | Aug 2017 - Jun 2018

#### Media Psychology/Research Intern | Jun 2017 - Aug 2017

Worked in the Strategic Management Department to help the team apply data & research to make important decisions relating to the experience of the company's 14 Million+ listeners. Analyzed UX research, created usability studies, trends research, competitive analysis, and helped design the framework for innovation at the company. A part-time position was extended after the conclusion of the internship.

## Education

### UC San Diego

#### B.Sc. Cognitive Science

**(Design and Human-**

**Computer Interaction)**

#### Minors: Computer Science

**Psychology**

Expected: March 2019

## Skills

### Research

Usability Tests, Competitive Analysis, Content Analysis, Card Sorting, Heuristic Evaluation, Statistical Analysis, Interviews, A/B Testing, Literature Review, Surveys, Contextual Inquiry

### Design

Personas, Wireframing, Storyboarding, Ideation, Prototyping, User Flows

### Software and Tools

UserZoom, Qualtrics, Google Analytics, Sketch, Invision, Figma, Git

### Development

C/C++, Java, Python, HTML, CSS, Javascript

## Relevant Courses

Usability and Information Architecture, Interaction Design, Field Observations: Cognition in the Wild, Research Methods, Statistical Analysis, Data Science in Practice, Brain Computer Interface, Human Computer Interaction