Joshua Tjong
UX Researcher

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Work Experience

CircleCI
User Experience Researcher
Aug 2019 - Present

Working cross-functionally across all product teams to find and evaluate opportunities that improve product decision(s) and user experience. Led worldwide research projects from designing studies to recruiting, moderating, and presenting findings/recommendations. Created the CircleCI research participant database. Identified and enacted improvements to the team's practices and processes from payments to onboarding and CLIs. Building educational materials to advocate for human-centered design and research.

Sony Electronics
Human Factors Engineer/User Interaction Design Intern
Jun 2018 - Dec 2018

Worked in Sony's UX research group on the planning and execution of user research in order to evaluate new and existing products. Generated new ideas and recommendations based on research findings. Conducted competitive analysis on products from a human-centered design standpoint. Coordinated and scheduled usability test(s) with participants.

UCSD Center for Digital Learning
Instructional Designer I
Sept 2017 - Present

Currently working on UC San Diego's MicroMasters in Data Science. Working to help faculty design learning goals for online courses, assessments (including peer reviews, formative 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.

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 future direction of the company. 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
Graduated: June 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, Amplitude, 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