Joshua Yao.

Product Designer.

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Education.

Georgia Institute of Technology

M.S. in Human Computer Interaction (HCI)
August 2018 - May 2020

University of Washington

B.S. in Human Centered Design & Engineering (HCDE)
September 2013 - June 2017

Experience.

Microsoft   UX/UI Designer

Worked on the Xbox team designing support integration, personalization, and onboarding experiences across the product ecosystem. Established research, design frameworks, and presented recommendations to leadership resulting in ecosystem-wide changes. Worked as a managed service via Bluehawk Consulting.

July 2020 - Present — Redmond, WA

U.S. Bank   UX Designer Intern

Worked on the bank's internal design consultancy, charting and driving multiple projects designing fin-tech solutions for personas, resulting in patents for the technology driving the design and leadership attention. Received full-time return offer.

August 2019 - May 2020 — Atlanta, GA

Lucid Software   UX Designer Intern

Designed Lucidchart's AWS Cloud Insights tool while collaborating with managers and developers, resulting in record sales, new components in the design system, and the addition of three teams after release. Also designed Lucidchart's dark mode for multiple platforms. Received full-time return offer.

May 2019 - August 2019 — Salt Lake City, UT

Noble Group   UX Designer & Developer

Redesigned and developed an apartment company's website, reducing bounce rates by 50% and increasing online applications 3x by conducting research, rebuilding the information architecture, designing and testing prototypes, and developing the website.

November 2017 - March 2018 — Seattle, WA

Skills.

Design	Research	Tools	Coding
UX/UI Design	Interviews	Sketch	HTML
Personas	Customer Research	Figma	CSS
Journey Maps	Contextual Inquiry	Invision	JavaScript
Wireframing	Usability Studies	Adobe CC	D3.js
Inform. Architecture	Market Analysis	Principle	C#
Prototyping	Surveys	Framer X	Python
Video Prototyping	Info Visualization	Unity	Java