

Zhaoyi (Joy) Meng

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EDUCATION BACKGROUND

- University of Michigan School of Information(UMSI)**, Ann Arbor, MI *April 2024*
Master of Science in Information: User-Centered Agile Development, GPA: 4.0/4.0
- Shanghai University Department of Library, Information and Archives**, Shanghai *July 2021*
Bachelor of Archival Science, GPA 87.53/100, Rank 2/17
Honors: 2019-2020 First-Class Scholarship (top 3% of school)

PROJECT EXPERIENCE

- Usability Test, UMSI Practicum with U.S. Department of Agriculture**, Remote *January 2023 - April 2023*
- Diagramed the interaction map of ACIR to understand and communicate the flow and feature
 - Conducted and synthesized 5 user interviews to reveal their current attitude, need, and pain point
 - Facilitated brainstorming to generate the criteria abstracting 4 major aspects of ACIR for comparative analysis
 - Customized an evaluation framework based on Nielsen's 10 Heuristics, targeting ACIR's specific issues
 - Elaborated 5 tasks and conducted 6 usability tests, authored and reported the findings and recommendations
- UX Research & Consulting, UMSI Program with City of Lansing**, Lansing, MI *March 2023*
- Designed semi-structured interview and conducted 6 contextual inquiries in 2 days to gain qualitative data
 - Define key issues and causes of record management, which were clustered via affinity notes from 19 interviews
 - Co-authored a consulting report and presented it to the client, detailing the issues and potential solutions
- UX Design, Archery Community App GONG** *September 2022 - December 2022*
- Defined the product requirements via scenarios and personas based on 3 year of ethnography research
 - Decided final design options using QOC and paper prototypes usability test with target users
 - Created digital prototypes with Figma, designed features like customized keyboard input and one-step filter
- Data Visualization, Basketball Shooting Form Analysis** *December 2022*
- Tracked body position during basketball shooting with Python MediaPipe, visualizing joint angle change
- Information Retrieval & Analysis, Public Archives' Use of Social Media** *November 2019*
- Gathered public opinion via hundreds of questionnaires, analyzed the quantitative data to discover user need
 - Conducted Delphi method to gain converged opinions from 8 archivists, reasoning and refining the need

WORK EXPERIENCE

- Product Management Intern, NIO**, Shanghai, China *April 2021 - June 2021*
- Conducted internal UX research across 3 different departments via interviews and usability tests
 - Demonstrated requirements with diagrams and prototypes for business platform transplant to Lark, generating internal design standard of message card based on synthesis of existed practice and Lark documentation
 - Designed and developed internal vehicle reservation system (with no-code platform) to structure and automatize the data flow, putting an end to gathering and managing data through repetitive calling and texting manually
 - Ensured the feasibility and viability of projects with knowledge of agile development and interpersonal skills
- Data Intern, Shanghai Library**, Shanghai, China *July 2020 - August 2020*
- Developed a script to automatically extract entities from genealogy text in classical Chinese using Python, reaching an accuracy of 99.48% for names, 88.66% for dates and 86.09% for locations, optimizing four-week manual work to ten-second automated algorithm
- Archivist Intern, Jingan District Committee**, Shanghai, China *June 2019 - July 2019*
- Led a team of five to collect, appraise, arrange and log 1,800 documents from all eight Departments

SKILL

- **Research:** Contextual Inquiry, Usability Test, Comparative Analysis, Heuristic Evaluation, Ethnography
- **Design:** Figma, Sketch, Paper Prototyping, Wireframe, Personas, Scenario, QOC
- **Coding:** Python, HTML/CSS, JavaScript, SQL