

jessica fung

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JPMorgan Chase & Co.

Senior UX Designer 7.2019 - Present

Consulting across projects entering Chase Mobile ecosystem for iOS and Android in home lending, authentication, and onboarding domains. Creating the OOBE presented to customers upon first login in quarterly app and feature updates.

UX Designer 6.2018 - 7.2019

Concepted, designed, and delivered experiences in payments, card, and aggregator contexts for chase.com and Chase Mobile. Collaborated with product, tech, content, and research partners to design prototypes and guides for user research.

Business Analyst 7.2017 - 6.2018

Implemented work process to create stability in Hadoop cluster and maintain data integrity across 65+ person team. Captured requirements from stakeholders to deliver dashboards providing analytics and business insights.

Software Engineer 7.2016 - 7.2017

Wireframed business processes to user test and guide development in workflow management application used by over 3,000 global users. Spearheaded application redesign to increase usability and develop brand.

UX Technology Analyst 6.2015 - 8.2015

Interviewed users to assess needs and prototype designs for internal site that serves as one-stop shop for client needs and solutions. Developed front-end assets for barebones sites to improve ease in site navigation and modernize team brand.

Carnegie Mellon University

Teaching Assistant 9.2014 - 12.2014

Instructed 20 students in web development, usability principles, and clean design. Taught front-end development tools of HTML/CSS and Photoshop to students by leading weekly tutorials and holding extra office.

Johnson & Johnson 6.2014 - 8.2014

IT Operations Intern

Designed graphics for online internship information hub. Led interactive workshop teaching 20 interns about online self-branding via LinkedIn. Developed visual dashboard that raises alerts on data quality and makes database consumable.

Carnegie Mellon University

Class of 2016

B.S. Business Administration

Track in Business Technology

Minor in Human-Computer Interaction

skills

Sketch
Figma
Invision
Principle
HTML/CSS
User Research
Usability Testing
Prototyping
Wireframing
Storyboarding
Contextual Inquiry
Cognitive Walkthrough
Hive
SQL
XML