

# jessica fung

portfolio: [jessicafung.co](http://jessicafung.co)  
jessica.fung.inbox@gmail.com  
973.723.0937

## education

### Carnegie Mellon University

Pittsburgh, PA • May 2016

B.S. Business Administration  
Track in Business Technology  
Minor in Human-Computer Interaction  
GPA: 3.60/4.00

## skills

Sketch  
Invision  
Figma  
Adobe Creative Suite (Ai, Id, Ps)  
HTML/CSS  
User Research  
Usability Testing  
Rapid Prototyping  
Wireframing  
Storyboarding  
Contextual Inquiry  
Cognitive Walkthrough  
Hive  
SQL  
Selenium  
XML

## work experience

### JPMorgan Chase

6.2018 - Present  
Digital Customer Experience  
San Francisco, CA

#### UX Designer

Concepted and delivered flows to provide knowledge and engaging payment experiences to Chase customers using third-party digital wallets. Collaborated with product, technology, and content partners to design prototypes and guides for user research and testing.

7.2017 - 6.2018  
Digital Big Data & Analytics  
San Francisco, CA

#### Business Analyst

Implemented new process to create stability in Hadoop cluster and maintain data integrity across 65+ person team. Capturing requirements from stakeholders to deliver dashboards providing business insights on customer journeys.

7.2016 - 7.2017  
Asset Management  
Jersey City, NJ

#### Software Engineer

Wireframed business processes to user test and guide development in workflow management application used by over 3,000 global users. Spearheaded an application redesign from design to testing phases to increase usability and develop branding image.

6.2015 - 8.2015  
Corporate Tech + Risk  
Jersey City, NJ

#### UX Technology Analyst

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 internal and external sites to improve ease in site navigation and modernize team brand.

### Carnegie Mellon University

9.2014 - 12.2014  
Pittsburgh, PA

#### Teaching Assistant

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 hours.

### Johnson & Johnson

6.2014 - 8.2014  
Raritan, NJ

#### 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 issues and makes database info consumable.