

jessica fung

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

work experience

JPMorgan Chase

7.2019 - Present
Digital Customer Experience
San Francisco, CA

6.2018 - 7.2019
Digital Customer Experience
San Francisco, CA

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

7.2016 - 7.2017
Asset Management
Jersey City, NJ

6.2015 - 8.2015
Corporate Tech + Risk
Jersey City, NJ

Carnegie Mellon University

9.2014 - 12.2014
Pittsburgh, PA

Johnson & Johnson

6.2014 - 8.2014
Raritan, NJ

Senior UX Designer

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

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

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 business insights on customer journeys.

Software Engineer

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

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.

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.

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.