

jessica fung

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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

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

7.2017 - Present
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

Practising Law Institute

6.2013 - 8.2013
New York, NY

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.

Application Developer

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.

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 hours.

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.

Technology Business Analyst

Liaised between back-end and front-end operations by communicating business systems. Created a budget prototype to aid developers in user testing and forming the final application.