JINGSHU ZHAO

UX Designer & Researcher





jszhao@umich.edu

EDUCATION

University of Michigan School of Information

Ann Arbor, MI Apr 2018

Master of Science in Information

Specialization in Human-Computer Interaction

GPA: 4.0/4.0

Communication Univ. of China

Beijing, China

Master of Arts

in International Journalism

GPA: 4.0/4.0

China Foreign Affairs Univ. Bachelor of Arts in Japanese

Beijing, China

Jul 2012

Jul 2014

GPA: 3.86/4.0

Chubu University Japan

Sep 2010 - Jul 2011 Communication

Study Abroad

Centre de Formation et de Perfectionnement des Journalistes

France Aug 2013

Video Journalism Summer Study Abroad

SKILLS

UX METHODS

Competitive Analysis Storyboarding **Contextual Inquiry** Wireframing Affinity Wall **Usability Test** Brainstorming Prototyping Web Design Sketching Graphic Design Personas

TOOLS

PROGRAMMING

HTML Sketch CSS Invision Javascript Photoshop Python Premiere

LANGUAGES

English: working proficiency

Chinese: native

Japanese: working proficiency

LEADERSHIP

Campus TV of Chubu University

Director

Worked as the only foreign director with 20 Japanese students, planned weekly program and directed the team to complete VCRs and live broadcast.

Career Service Magazine of China Foreign Affairs Univ.

Chief Editor

Revived the magazine and established the first guidebook for the production.

PROJECTS

Ann Arbor, MI AllergyBot: CHI 2017 Design Competition Oct 2016 - Jan 2017 UX Researcher & Designer

- Designed a Chatbot to assist young adults with food allergies to find allergy-educated restaurants.
- Conducted questionnaire survey with 168 respondents, 8 user interviews, and 20 stakeholder interviews.

Ann Arbor, MI **Eatogether: A Social Dining App** Sep 2016 - Dec 2016 UX Researcher & Designer

- Designed an app to help students in U-M eat lunch/dinner together and make new friends via home-made food.
- Conducted 14 user interviews.

2nd Brain: An App for Patients UX Researcher & Designer

Ann Arbor, MI

In Progress

- Conduct contextual inquiry and design an app for patients, using context aware design and intervention.
- A project of Lenovo + HealthDesignBy.Us Innovation Co+Lab and Mott Children's Hospital.

WORK EXPERIENCE

Beijing Youth Daily

Beijing, China

Social Media Specialist

Aug 2014 - Jul 2016

- Managed social media accounts on WeChat. Improved reading experience, analyzed followers' needs and enhanced the accounts' presence.
- Achieved a 400% daily increase in followers by initiating a campaign before Valentine's Day when working in a team running an account of Beijing local news.
- Increased over 100,000 followers in 6 months when working in a team that owns a group of top accounts of political news in China.

Journalist Aug 2014 - Jul 2016

- Interviewed and wrote news stories, many of which became the top news in major Chinese websites.
- Reported society news, including breaking news, and features of social problems.
- Reported political news, including analysis of public policy and personnel changes, and features of politicians.
- Interviewed politicians in China and abroad, such as Nikai Toshihiro, a top executive in Japanese ruling party.

NetEase Beijing, China

News Application Editor

Apr 2014 - Jun 2014

- Improved the traffic and increased impact of the APP by updating neews according to KPI analysis, monitoring competitors' performance, pushing breaking news quicker and discovering new hot topics.
- Researched a Japanese news app to suggest improvements in the interface design of the NetEase News app.
- Cooperated with product team to test radio news by collecting feedbacks of users