

# JINGSHU ZHAO

Listen to users' stories and solve problems with user-centered design

www.jingshuzhao.com

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## EDUCATION

### University of Michigan School of Information

Master of Science in Information

Specialization in Human-Computer Interaction | GPA: 3.928

Ann Arbor, MI

Apr 2018

### Communication University of China

Master of Arts in International Journalism | GPA: 4.00

Beijing, China

Jul 2014

### Chubu University

Communication, Exchange Program

Kasugai, Japan

Sep 2010 - Jul 2011

### China Foreign Affairs University

Bachelor of Arts in Japanese | GPA: 3.83

Beijing, China

Jul 2012

## PROJECTS

### AllergyBot | CHI 2017 Design Competition Top 12

Product Designer & UX Researcher

Ann Arbor, MI

Oct 2016 - May 2017

Adopted user-centered design process, including a survey with 168 respondents, 28 interviews, ideation, wireframing, prototyping, and user testing, to design a Chatbot helping young adults with food allergies find restaurants easily.

### 2nd Brain | Lenovo + HealthDesignBy.Us

UX Designer & Researcher

Ann Arbor, MI

Jan 2017 - Apr 2017

Brainstormed product ideas, designed key features and user flow, and created wireframes with Sketch for a mobile app integrated with wearable devices to support the medication adherence for teens with chronic illness based on 8 stakeholder interviews and 2 focus group interviews.

### Autodesk | 3D Modeling Software

UX Researcher

Ann Arbor, MI

Jan 2017 - Apr 2017

Conducted needs analysis and usability evaluation, including interaction map, comparative analysis, interview, survey, usability test, and heuristic evaluation.

## WORK EXPERIENCE

### Harvard Medical School, Harvard Catalyst

UX Intern (Sole designer and researcher on the team)

Boston, MA

May 2017 - Aug 2017

- Created wireframes and prototypes with Balsamiq for 2 web applications which transform complex concepts and data into simple interfaces.
- Designed the data table and data visualization with Tableau and Excel, and conducted 4 contextual inquiries and 2 usability tests.
- Worked closely with the developers, made design decisions based on user needs and requirements, gave 10 presentations, and had over 5 rounds of design iteration based on the feedback from the team and users.

### Beijing Youth Daily

Journalist & Social Media Specialist

Beijing, China

Jul 2014 - Jul 2016

- Investigated social problems, interviewed people ranging from international politicians to migrant workers.
- Contributed articles and participated in the operation of the top political news WeChat accounts in China, achieving the increase of over 100,000 followers in 6 months.

## SKILLS

### UX DESIGN

Wireframing

Prototyping

User Flow

Site Map

Personas

Responsive Web Design

Graphic Design

Data Visualization

### UX RESEARCH

Interview

Contextual Inquiry

Usability Test

Competitive Analysis

Survey

### TOOLS

Sketch

Invision

Adobe Photoshop

Adobe Illustrator

Balsamiq

Tableau

SPSS

### PROGRAMMING

HTML

CSS

Javascript

Python

### LANGUAGES

English | Chinese | Japanese

## SERVICE

### Equality Michigan

Designer

Mar 2017

Designed newsletter with HTML, CSS and a CRM platform.

### LEADERSHIP

### Campus TV of Chubu Univ.

Director

Sep 2010 - Jul 2011

Planned weekly program and directed a team of 10 to complete VCRs and live broadcast.

### Career Service Magazine of China Foreign Affairs Univ.

Chief Editor

Sep 2009 - Jul 2010

Revived the magazine and created the first editor's guidebook.