JINGSHU ZHAO

UX & Product Designer | Problem Solver with Design Thinking and Empathy

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734-353-8924
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EDUCATION

University of Michigan
School of Information

Master of Science in Information
Human-Computer Interaction | GPA: 3.941
Apr 2018

Communication University of China

MA, International Journalism | GPA: 4.00
Jul 2014

China Foreign Affairs University

BA, Japanese | GPA: 3.83
Jul 2012

Chubu University

Communication, Study Abroad in Japan
Aug 2011

SKILLS

DESIGN

Wireframing
Prototyping
Persona
Journey Mapping
Information Architecture
User Flow
Interface & Interaction Design
Data Visualization
Graphic Design

RESEARCH

Interview
Contextual Inquiry
Usability Test
Competitive Analysis
Survey
Data Analysis

TOOLS

Sketch
Invision
Adobe Illustrator
Balsamiq
Tableau
Principle

PROGRAMMING

HTML | CSS | Javascript
Python | Pandas | Spark
D3
Flask

WORK EXPERIENCE

USER EXPERIENCE DESIGNER
Boston, MA

Deloitte Consulting LLP, Agile Analytics
Jul 2018 - Now

- Communicate design ideas with sketches and wireframes and create hi-fi mockups, data visualization, and prototypes with Sketch and Invision to design data dashboard and workflow management web apps in the fields of Tax, Finance, and Healthcare.

- Present design and articulate design rationale to managers and stakeholders and iterate in an agile fashion based on the feedback.

- Adopt Design Thinking to understand business needs, explore divergent ideas, and help the client build product visions by conducting interviews and workshops and building personas and user journeys.

UX INTERN
Boston, MA

Harvard Medical School, Harvard Catalyst
May 2017 - Aug 2017

- Created wireframes and data visualization in 5 iterations to transform complex concepts and data into simple web interfaces based on findings from 4 contextual inquiries and 2 usability tests

- Communicated design with the developer, SME, and product manager on a daily basis, presented design to the team, and facilitated the team's decision making with card sorting activities

JOURNALIST
Beijing, China

Beijing Youth Daily
Jul 2014 - Jul 2016

- Investigated social problems and interviewed people ranging from international politicians to migrant workers; participated in the managing the top political news WeChat accounts in China.

PROJECTS

PRODUCT DESIGN LEAD
Ann Arbor, MI

Amesite | Start-up that Provides College Courses Online   Jan 2018 - Apr 2018

Led a team of 5 to research and design engaging learning experience on mobile device; adopted parallel design in wireframing; used affinity grouping and dot voting to make decisions after research and brainstorming; managed the project and client relationship.

UX DESIGNER & RESEARCHER
Ann Arbor, MI

AllergyBot | CHI 2017 Design Competition Top 12   Oct 2016 - May 2017

Started from thinking big and converged to the solution, a Chatbot helping young adults with food allergies find restaurants easily, in the user-centered design process, including a survey with 168 respondents, 28 interviews, ideation, design, and user testing.

UX DESIGNER & RESEARCHER
Ann Arbor, MI

2nd Brain | Lenovo + HealthDesignBy.Us   Jan 2017 - Apr 2017

Conducted 6 interviews and held 2 focus groups; designed key features and created wireframes for a mobile app integrated with wearable devices to support the medication adherence for teens with chronic illness.