

JINGSHU ZHAO

Lead Product Designer | Problem Solver | Former Journalist

<https://kumajingshu.github.io>

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

RESEARCH

Interview | Contextual Inquiry
Usability Test
Competitive Analysis
Survey
Data Analysis

TOOLS

Sketch | Figma | Adobe XD | Balsamiq
Invision | Principle
Adobe Illustrator | Photoshop
Tableau
Zeplin

PROGRAMMING

HTML | CSS | Javascript | React
Python | Pandas | Spark | Flask
D3 | AmChart | Highchart

WORK EXPERIENCE

Lead Product Designer Rivian

SF Bay Area
Nov 2020 - Now

Led the design from scratch in areas of ordering, transaction, scheduling, appointment assignment, routing, etc. which enabled Rivian to deliver over 10,000 vehicles.

Closely worked with PM and engs as a strategic partner to inform decision-making with findings from user research and testing. Took the initiative to build Google Analytics to understand user engagement.

Mentored a junior designer, onboarded new designers, actively worked with design team members to build components, and improved design share with team-wide surveys.

UX/UI DESIGNER Deloitte Consulting LLP

Boston & SF Bay Area
Jul 2018 - Now

Designed tools for Meta Infra engineers to build metrics tracking dashboard and request servers as the only designer. Conducted research and supported user journey workshops for Highmark Insurance to envision data-driven patient engagement.

UX INTERN Harvard Medical School, Harvard Catalyst

Boston, MA
May 2017 - Aug 2017

Created wireframes in 5 iterations to translate complex concepts and data about medical data security into simple web interfaces based on findings from 4 contextual inquiries and 2 usability tests.

JOURNALIST Beijing Youth Daily

Beijing, China
Jul 2014 - Jul 2016

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

PROJECTS

PRODUCT DESIGN LEAD Amesite | Start-up that Provides College Courses Online

Ann Arbor, MI
Jan 2018 - Apr 2018

Led a team of 5 to research and design social and engaging learning experience on mobile device and managed the project and client relationship. The client raised 5.5M.

UX DESIGNER & RESEARCHER AllergyBot | CHI 2017 Design Competition Top 12

Ann Arbor, MI
Oct 2016 - May 2017

Designed 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.