

Madi Leang

UX Designer with a passion for understanding user pain points and falling in love with their problems that need solutions.

EXPERIENCE

Tech Liaison

Golden Pear Funding, Jersey City, NJ - JANUARY 2019 - PRESENT

- Developing an eye for QA via user testing software and suggesting changes for implementation
- Creation of user journey maps to assist in technical writing process of software and training materials
- Conducting user interviews with staff to uncover and identify user pain points and develop effective and efficient solutions
- Collaborating with a Data Analyst and Developer team to improve a current program system which serves as the backbone of the business

Risk Management Specialist: Payoff Department

Golden Pear Funding, Jersey City, NJ - AUGUST 2016 - PRESENT

- Due to tech know-how and UX skills, promoted to Tech Liaison
- Handled invoicing process from beginning to end, resulting a 70% reduction in response time for handling business inquiries
- Increased compliance rate by 5% via case status management
- Business / Partner relationship management

Specialist: Accounts Payable

Seafrigo, Elizabeth, NJ - MAY 2013 - AUGUST 2016

- Vendor invoice management across eight company branches
- Revived and maintained business / vendor relationships
- Prepared a \$500k weekly check run

Customer Service Associate: Sales

Sally Beauty Supply, Union, NJ - JANUARY 2010 - MAY 2013

- Managed customer and salon owner clientele relationships
- Product advocator from user testing results
- Conflict resolution specialist



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NYC, Open to Relocation

SKILLS (UX CENTERED)

UX Research

Competitive Analysis

User Centered Design

Iterative Wireframing

Prototyping

Usability/Preference Testing

Mobile-First Design

Persona Creation

Design Theory

SKILLS

Strong Communication

Adaptability

Tech-Know how

Time Management

Highly Organized

Technical Writing

Creative Writing

Workshop Leadership

Public Speaking

Creative Problem Solving

VOLUNTEER

Podcast Host and Writer

Seoulbeats, Remote – AUGUST 2015 - NOVEMBER 2018

- Content creation and hosted podcasts on various topics within the Korean community and managed guest and talk topics
- Audio engineering for post production of podcasts
- Wrote critical insight pieces relating to Korean music, culture, and news

EDUCATION

UX Designer Certification

CareerFoundry, Online – MAY 2018 - PRESENT

- 500+hours of learning from and working with industry-leading mentors with a focus on UX, UI, and Frontend Development
- Developed several real world projects, using software such as Sketch, InVision, and Balsamiq
- Hands on training with aspects such as user research, wireframing, prototyping, icon creation, and visual design.

B.A Communication Studies Minor in Theatre

Kean University, Union, New Jersey

- 4500+hours of learning and application the science of how people communicate with the art of theater and script writing
- Learning focus on communication theories, ethics, mass media, and dramaturgy
- Involvement with culture and high achievement clubs

PROGRAMS

Sketch

Adobe XD

Balsamiq

Adobe Photoshop

Visio

Axure RP

Adobe Lightroom

Adobe Audition