

# Nate Chang

UX (designer and researcher)

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## About

UX designer and researcher approaching user-centered products with experience informed by the humanities just as much as working with my hands.

I thrive on the challenge of designing around complexity and constraints and love finding solutions that meet business and user needs. Always seeking opportunities to learn and grow.

## Skills

Agile user research  
Product strategy  
Concept validation  
Rapid prototyping  
UX/design sprints  
Customer journey mapping  
Wireframing  
Information architecture  
Interaction design (IxD)  
Competitive analysis  
Usability testing

## Tools

Sketch  
Illustrator  
Photoshop  
InDesign  
Proto.io  
inVision  
Axure RP  
HTML5  
CSS3

## Dabbling

Service design  
Interaction animation  
Vintage stereo repair  
Bicycle maintenance  
The perfect poached egg

## Work

### SOLSTICE

*UX Researcher*

mar 2017 - present

Consultant performing user research for enterprise clients within agile framework.

- Discovery research and concept validation to inform product strategy and design delivery on teams with UX designers, product analysts and developers
- Iterative research directing product strategy and design decisions for mobile development

### DESIGNATION

*Designer in Residence - UX/UI Virtual*

jul 2016 - mar 2017

Facilitated virtual portion of DESIGNATION design bootcamp

- Taught foundations of UX and visual design
- Coordinated weekly grading, feedback and tracking student progress
- Worked with Curriculum Director and UI instructor to assess and iterate curriculum

*UX Designer*

mar 2016- jul 2016

Learned and applied UX and UI principles using design thinking, Google Ventures design sprint and agile methodologies devoting 70+ hours/week during a 16-week bootcamp

- Designer for two external client projects and one internal project
- Conducted user research, persona development, competitive analysis, wireframing, prototyping and usability testing for two startup clients

### NEVER BEEN BETTER CO

*Leatherworker and Designer*

oct 2014 - present

Designer, maker and founder of company producing handsewn leather accessories

- Manage operations and marketing including branding, online and in-person sales, customer service, shipping, market research and social media

### INSTITUTE FOR HUMANE STUDIES

Advanced from intern to program coordinator and consultant throughout organization within academic programs and IT departments

*Data Quality Consultant, IT*

jun 2013 - sep 2014

Coordinated with third-party data quality contractors to refine workflow and improve accuracy of year-round database audits

*Program Coordinator, Kosmos Online*

feb 2012 - may 2013

Managed web project with graduate student audience.

- Editor, writer and producer for blog posts, articles and podcast series
- Oversaw site redesign and move to new CMS, grew web traffic 20%
- Grew online education webinar series from 4 pilot events to 50 events per year

*Video Production and Helpdesk*

sep 2010 - feb 2012

Managed IT cases for team of 6 full-time staff serving 80 employees

- Produced library of IT support documents and video tutorials
- Produced video presentation for 50th anniversary gala

## Education

COLUMBIA UNIVERSITY in the CITY OF NEW YORK

*Bachelor of Arts, Columbia College*

Majors: English & Comparative Literature, History