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

DESIGNATION
Designer in Residence - UX/UI Virtual — jul 2016 - mar 2017

Facilitate 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