

# Nate Chang

## UX Designer

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## About

UX Designer approaching user-centered design 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

User research  
Wireframing  
Rapid prototyping  
Information Architecture  
Interaction design (IxD)  
Competitive analysis  
User interviews  
Usability testing  
Usability heuristic evaluation  
User personas  
User task flows  
Customer journey mapping

## Tools

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

## Dabbling

Javascript  
jQuery  
flinto  
Bicycle maintenance  
The perfect poached egg

## Work

### DESIGNATION

#### *Designer in Residence*

Jul 2016 - Present

Facilitate virtual portion of DESIGNATION design bootcamp.

- Teach concepts of design process through weekly check-ins and critiques.
- Coordinate weekly grading, feedback and tracking student progress.
- Work with Curriculum Director and main instructor to refine and iterate on 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. UX designer for two external client projects and one internal project. Conducted user re-search, 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, 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 focusing on content planning and marketing. Editor, writer and producer for blog posts, articles and podcast series. Worked with marketing team to manage social media and analytics.

- 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

#### *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
- Revised internal document for database editing protocol and best practices

## Education

COLUMBIA UNIVERSITY in the CITY OF NEW YORK

*Bachelor of Arts, Columbia College*

Majors: English & Comparative Literature, History