

# 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 - UX/UI Virtual* 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

- 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 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