

Nicolas Hung

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nicohung.github.io



DESIGN

Contextual Inquiry
Surveying
Affinity Diagramming
Personas / Scenarios
Competitor Analysis

Information Architecture
Sketching
Wireframing
Prototyping

Usability Testing
Heuristic Evaluation

Design Thinking
Co-Creation

SOFTWARE

Axure
Adobe Photoshop
Adobe Illustrator
Adobe InDesign

CODING

HTML + CSS
JavaScript
Python
PHP
MySQL
R

LANGUAGES

Spanish
Chinese
English

EDUCATION

University of Michigan - Ann Arbor, MI

M.S. Information, Human-Computer Interaction
School of Information

April 2014

B.S. Architecture
Taubman College of Architecture and Urban Planning

April 2011

PROFESSIONAL EXPERIENCE

Dediced - New York, NY
UX Consultant & Designer

Current

- Mentored founders and assessed existing product for best usability practices to guide product design and content decisions.
- Researched user needs and problems through surveys and interviews.

Empire Luggage - New York, NY
UX Designer & Developer

Current

- Assessed and upgraded eCommerce website in regards to usability and customer experience.
- Restructured backend design to accommodate front end usability needs.

Contactive - New York, NY
UX Design Intern

2013

- Aligned company interests with those of users to derive use case scenarios.
- Designed experience/interface resulting in the increase of Contactive's caller recognition accuracy.

Pixable - New York, NY
UX Design Intern

2013

- Redesigned interaction experience for photo viewing application.
- Merged functions for Pixable, Facebook, Twitter and Instagram into single interface.

ACADEMIC PROJECTS

Talkid
Researcher, UX Designer

2014

- Performed field observations of children and on-site interviews with parents.
- Managed affinity wall and brainstorming sessions leading to final design.

Savvy Languages
Usability Auditor, Testing Moderator, UX Designer

2013

- Coordinated surveying of 10 *Meetup* groups resulting in the collection of 80 responses through *Qualtrics*.
- Conducted 5 usability testings resulting in 284 observations to improve website.

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REFERENCES

Marcos Hung

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