Nicolas Hung

443 631 4051
nicohung@umich.edu
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 — April 2014
School of Information

B.S. Architecture — April 2011
Taubman College of Architecture and Urban Planning

PROFESSIONAL EXPERIENCE

Dediced - New York, NY — Current
UX Consultant & Designer

- 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 — Current
UX Designer & Developer

- 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 — 2013
UX Design Intern

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

Pixable - New York, NY — 2013
UX Design Intern

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

ACADEMIC PROJECTS

Talkid — 2014
Researcher, UX Designer

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

Savvy Languages — 2013
Usability Auditor, Testing Moderator, UX Designer

- 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.