



Novia Wong

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EDUCATION

University of Michigan School of Information, Ann Arbor, MI

Master of Science in Information, focus in User Experience Research and Design
April 2019

San Jose State University, San Jose, CA

Bachelor of Science, Psychology Major and Mathematics Minor
May 2017

RELEVANT COURSEWORK

Introduction to Statistics and Data Analysis
Intermediate Statistics
Applied Probability and Statistics
Contextual Inquiry
Pervasive Design
Introduction to Interaction Design
Usability Needs and Evaluation
Fundamentals to Human Behavior
Advanced Research Methods and Design
Questionnaire Design and Evaluation

SKILLS

Language

Fluent English
Fluent Mandarin
Fluent Cantonese

UX Research and Design

HTML/CSS
Python/SQLite
Personas/Empathy Map
Affinity Wall
Storymapping
Competitive Analysis
Usability Testing
Survey Design and Analysis
Interview/Contextual Inquiry
Sketch/Invision/Figma
Inkscape
Adobe Illustrator/Photoshop

Other

Public Speaking
Project Management

WORKING EXPERIENCES

UX Intern, 06/2018 - 08/2018

TechSmith Corporation, Okemos, MI

Identified user groups through results collected from methods such as comparative analysis and user interviews.

Used SAFe Agile and collaborated with the software engineering department on possible product user workflows and preferences.

Created wireframes and prototypes for dashboard UI using Adobe XD and Sketch. Designs were used to facilitate conversations in cross-department meetings.

Presented findings and click-through prototype to company senior leaderships, including the Vice President of Product Development..

Instructional Designer, 10/2017 - 05/2018

University of Michigan Library Fellowship, Ann Arbor, MI

Conducted 6 usability testing by surveying users about potential improvements after module completion, completing 3 peer reviews with other instructional designers, and assessing overall accessibility.

Drafted and revised course module on Canvas to increase engaged learning experiences for undergraduate students.

Research Assistant, 02/2015 - 06/2017

Virtual Environments, Cognition, and Training Research (VECTR) Lab, San Jose, CA

Collected data from 50+ undergraduate participants for lab studies and graduate student's master's thesis using Qualtrics, Flanker test, and Go-no-go test.

Developed procedures for different experiments of a lab project, including card sorting and concept mapping.

Entered, organized, compiled, and analyzed quantitative data for three lab studies via Excel and SPSS.

Conducted literature reviews and compiled information from prior studies into a literature bucket using Excel.

PROJECTS

Gale, UX Researcher, 01/2018 - 05/2018

Cengage, Farmington Hills, MI

Worked with UX designers from Cengage Gale to examine the usability of their beta-testing product. Using 6 different user research methods such as survey and user interviews, my team and I identified 2 major user groups. I lead the process for surveys design and analysis as well as usability testing.

LEADERSHIP EXPERIENCES

Information Mentor for prospective students at the School of Information

President at Learning Educational Technology at School of Information (LETSI)

Graduate Student Instructor for Introductory Cognitive Psychology at University of Michigan