

WORK EXPERIENCE

Product Designer, 05/2019 – Present

NowPow, Chicago, IL

- Sole user experience researcher and designer supporting 5 product teams.
- Lead all user research through interview, usability testing, and participatory design, ranging from 10 to 15 sessions each month.
- Create design system to increase hand-off efficiency and design consistency; system includes a UI kit built with Adobe XD.
- Collaborate with product managers, developers, QA, and customer success to validate designs, prioritize features, and determine products' future directions.

UX Designer Intern, 06/2018 – 08/2018, 01/2019 – 04/2019

TechSmith Corporation, Okemos, MI

- Primary UX designer in the early stage of product cycle, defined project scope and user groups through various research methods, such as comparative analysis.
- Created designs for desktop application – implemented in the 2019 release update.
- Participated in user interviews and synthesize results to support design decisions.

Instructional Designer, 10/2017 – 06/2018

University of Michigan, Ann Arbor, MI

- Conducted 6 usability testing by surveying users about potential improvements, having 3 peer reviews with other designers, and assessing overall accessibility.
- Drafted and revised course module on Canvas to increase engaged learning experiences for undergraduate students.

Applied Behavioral Therapist: Paraprofessional, 02/2016 – 05/2017

Autism Treatment Solutions, San Jose, CA

- Provided applied behavioral analysis (ABA) therapy 4 hours a week for each of my clients (age 4 to 14) with Autism Spectrum Disorder through structured play-time.
- Collected, recorded, and analyzed data at each session to track clients' progress and determine their next sets of goals.

LEGO Robotics Lead Instructor, 06/2016 – 08/2016

Galileo Learning, San Jose, CA

- Developed, refined, and delivered class curriculum for LEGO robotics to 200+ elementary and middle school students.
- Taught RobotC and simple mechanical engineering principles using LEGO Mindstorm NXT kits.
- Supervised and collaborated with assistant instructors and summer interns to ensure the best quality of courses was delivered.

EDUCATION

University of Michigan, Ann Arbor, MI

Master of Science, Information
User Experience Research and Design,
GPA 3.98 | May 2019

San Jose State University, San Jose, CA

Bachelor of Science, Psychology (Honors)
Mathematics Minor,
GPA 3.95 | May 2017

LEADERSHIP EXPERIENCE

- **Information mentor** for prospective students at University of Michigan
- **Head Graduate Student Instructor** (GSI) for Introduction to Cognitive Psychology
- **President** at Learning Education Technology at School of Information (LETSI)
- **Membership coordinator** at Psi Chi SJSU
- **Coach and mentor** for FIRST Lego League & Robotics Competitions (age 8 – 18)

SKILLS

Language (Fluent, excluding English)

Chinese: Mandarin/Cantonese

Application (Intermediate/Advanced)

Sketch/InVision

Figma/Adobe XD

HTML/CSS

Microsoft: Excel, PowerPoint, Word

Application (Proficient)

R/SPSS

Python/SQLite

Research Method

Affinity Diagram

Card Sorting

Interview/Contextual Inquiry

Participatory Design

Personas/Empathy Map

Survey Design and Analysis

Usability Testing

RESEARCH AND TEACHING EXPERIENCE

Research Assistant, 10/2020 – Present

PITCH Lab/CBITS, Northwestern University, Chicago, IL

- Working with postdoc to identify and design solutions for women managing postpartum depression and their care managers.

Research Assistant, 10/2018 – 05/2019

Empathetic Research Lab, University of Michigan, Ann Arbor, MI

- Conducted literature review for independent study on child-centered approach in behavioral interventions for children with special needs.
- Led a team of 4 to design protocol, conduct interviews, and analyze results.
- Presented in a poster session at University of Michigan's Exposition, with over 200 attendees from the university and in the industry.

Graduate Student Instructor, 09/2018 – 05/2019

University of Michigan, Ann Arbor, MI

- Led a team of 4 graduate student instructors to create testing materials and manage testing logistics for 300 undergraduate students.
- Taught over 75+ students on Introduction to Cognitive Psychology through 3 discussion sections for 2 semesters.
- Created and executed learning activities based on students' learning styles.

Research Assistant, 02/2015 – 06/2017

VECTR Lab, San Jose State University, San Jose, CA

- Collected data from over 50 participants through go-no-go tasks, flanker test, and card sorting for lab studies on cyber security and human factors.
- Developed procedures for lab studies, such as card sorting and concept mapping.
- Entered, organized, and compiled quantitative data for 4 studies via Excel and SPSS.
- Conducted literature review on cybersecurity, cognitive task analysis, and situational awareness to assist with publication submission.

PROJECTS

Bariatric Surgery Decision Aid, UX Designer and Researcher

ArborMetrix, Ann Arbor, MI

- Transformed physician-focused surgery outcomes calculator to patient centered decision aid using research results from literature review and usability testing, and designing a new UI, which will be implemented.

Digital Scholar Lab, UX Researcher

Gale Cengage, Farmington Hills, MI

- Led the user research process for survey design and analysis, and defined 2 major user groups using key findings from 6 different user research methods.
- Recommendations to Gale Cengage are used to revise their product UI.

RELEVANT COURSEWORK

Intermediate Statistics

Applied Probability and Statistics

Advanced Research Methods and Design

SAS Programming

Introduction to Data Analysis

Questionnaire design and evaluation

Contextual Inquiry

Usability Evaluation and Needs

VOLUNTEER EXPERIENCE

Shelter Association at Washtenaw County

- Assisted with meal distribution and other clerical tasks.

National Alliance of Mental Illness (NAMI)

- Created marketing materials using Adobe.
- Assisted with presentations during patient-hours at local hospital.

For Inspiration and Recognition of Science and Technology (FIRST)

- Volunteered at K-12 robotics events as various roles, such as referee and judge.
- Delivered workshops for elementary and middle school students on LEGO robotics.

AWARDS AND HONORS

- **Graduation commencement speaker** at the University of Michigan School of Information 2019 spring commencement
- **Half merit scholarship** at University of Michigan School of Information
- **Volunteer of the year award** at Western Region Robotics Forum
- **President scholar** at San Jose State University (2016 and 2017)
- **NSF Research Experiences of Undergraduate Fellowship** at San Jose State University (2016 and 2017)

PUBLICATIONS AND POSTER PRESENTATIONS

- **Wong, N.**, Broderick, B., & Marcu, G. (2019, April). Children with special needs as active collaborators in their own interventions. Poster session presented at University of Michigan School of Information Exposition, Ann Arbor, MI.
- Scott, A., Cooke, I., **Wong, N.**, Sliwinska, K., & Schuster, D. (2018). Elicitation by critiquing: Applications to computer network defense. Human Factors and Ergonomics Society Annual Meeting 2018. Philadelphia, PA: SAGE Journals.
- **Wong, N.**, Mishra, A., Potiyevskiy, V., & Vohra, A. (2018, September). MealSpace. Graduate student forum poster session presented at Decipher, Ann Arbor, MI.
- Wojciechowski, K. & **Wong, N.** (2018, April). *Using LMS as a launchpad: Leveraging Canvas as a platform for library research learning modules*. Poster session presented at LOEX, Houston, TX.
- Cooke, I., Scott, A., Sliwinska, K., **Wong, N.**, Shah, S. V., Liu, J., & Schuster, D. (2018). Toward robust models of Cyber Situation Awareness. *9th International Conference on Applied Human Factors and Ergonomics 2018*. Orlando, FL: Springer.
- Cooke, I., Scott, A., Sliwinska, K., **Wong, N.**, Shah, S. V., Liu, J., & Schuster, D. (2017, May). *Toward robust models of cyber situation awareness*. Paper presented at Spartan Psychological Association Research Conference. San Jose, CA.
- **Wong, N.** (2017). Investigating Criteria and Techniques for Increasing Password Security and Memorability for Users. (Honor thesis).
- Brown, P., Christensen, K., Nguyen, R., **Wong, N.**, & Schuster, D. (2016, April). *An investigation of trust in cyber security tools*. Poster session presented at the meeting of the Western Psychological Association, Long Beach, CA.
- **Wong, N.**, & Schuster, D. (2016, April). *The use of virtual machines in learning about human behavior in cyber security*. Poster sessions presented at the Spartan Psychological Association Research Conference. San Jose, CA.