

# RAY CHANG

UX DESIGNER & RESEARCHER

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raychang.me

## EDUCATION

### University of Michigan School of Information

#### Master of Science in Information

Expected May 2021 | Ann Arbor, MI

Focus: UX Research and Design  
HCI | Social Computing

### The Ohio State University School of Communication

#### Bachelor of Art in Communication

May 2019 | Columbus, OH

Focus: New Media and  
Communication Technology  
HCI Specialization

Minor: Computer and  
Information Science

## SKILLS

### UX DESIGN

Prototyping  
Wireframing  
Storyboard  
User Flow Map  
Concept Sketching  
Interaction Design  
Personas | Scenario  
User Journey Mapping

#### Tools

Adobe PS | AI | AE | XD  
HTML | CSS | JavaScript

### UX RESEARCH

Contextual Inquiry  
Heuristic Evaluation  
Qualitative Interview  
Information Architecture  
Competitor Analysis  
Usability Testing  
Data Analysis

#### Tools

Microsoft Suite  
Python | Java

### LANGUAGES

Mandarin Chinese | English

## ACADEMIC UX PROJECTS

### UX DESIGNER & RESEARCHER | Aug 2019 - Dec 2019

#### SI582: Introduction to Interaction Design

University of Michigan | Ann Arbor, MI

Focused on user needs on multiple aspects from independent primary and secondary user research (interviews, journey map, personas) to prioritize design opportunities.

Provided thoughtful solution through various stages of the design process with storyboards, user flow diagrams, wireframes, mockups and high-fidelity prototypes.

### CONSULTANT | Aug 2019 - Dec 2019

#### SI501: Contextual Inquiry and Consulting Foundations

University of Michigan collaborated with Floyd, Inc. | Ann Arbor & Detroit, MI

Conducted interview and heuristic evaluations to identify pain points in the existing working process, presented recommendations to improve inter-team information flow.

### PROJECT COORDINATOR & UX DESIGNER | Oct 2019

#### North America Top 10 Semifinalist Team

2019 IBX + Adobe Creative Jam | Ann Arbor, MI

Monitored fast-paced project schedule, communicated with group members, organized team meetings and maintained project documents to ensure project deadlines are met.

Facilitated human centered design to help user increase awareness of climate change, established interactive prototypes on mobile platform to optimize usability and aesthetics.

## RESEARCH EXPERIENCE

### RESEARCH ASSISTANT | Jan 2018 - Sep 2019

#### National Science Foundation Funded Program

Fluid Earth Viewer Laboratory | Columbus, OH

Collected 100+ sets of user data from qualitative usability tests for the Fluid Earth Viewer user interface designed for high-school students' earth science education.

Instructed diverse population groups including but not limited to young children and technology novice, observed user behaviors and troubleshoot user errors.

Analyzed user interaction by coding usability test videos and categorizing observation notes and user feedback, identified user problems and improved interface accessibility.

### V2X PROJECT INTERN | May 2019 - Aug 2019

#### State Key Laboratory of Wireless Mobile Communications

Gohigh Data Networks Technology Co., Ltd | Beijing, China

Adopted previous coding and commenting styles to the new software system and enhanced current code standards by restructuring and organizing the documentation.

Collaborated with engineers and researchers, advocated the documentation generator Doxygen to the team by generating detailed guidelines and giving presentations.

## LEADERSHIP & INVOLVEMENT

### TREASURER | Sep 2015 - Sep 2018

#### OSU Kendo Club

The Ohio State University | Columbus, OH

Communicated clearly with organization officers about requirements, applied for club funding and negotiated with student union to ensure all policies were met.

Supported organization's daily operations by keeping track of annual funds and budgets for organization events and approving every organizational purchase.