

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
Quantitative 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 deadline is met.

Facilitated human centered design to help user increase the 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 standard by restructuring and organizing the documentation.

Collaborated with engineers and researchers, advocated the documentation generator Doxygen to the team by generating detailed guides and giving in-person presentation.

LEADERSHIP & INVOLVEMENT

TREASURER | Sep 2015 - Sep 2018

OSU Kendo Club

The Ohio State University | Columbus, OH

Communicated clearly with organization officers planned requirements, manage schedules and negotiated with student union to ensure all policies were met.

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