

# RAY CHANG

## CONTACT

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## EDUCATION

### University of Michigan School of Information

Master of Science in Information

Focus: UX Design and Research

HCI | Social Computing

Expected May 2021 | Ann Arbor, MI

### The Ohio State University School of Communication

Bachelor of Art in Communication

Minor: Computer and

Information Science

May 2019 | Columbus, OH

## SKILLS

### Design

Wireframing | Style Guide | Persona

Scenario | Storyboard | User Flow

Prototyping | Illustration | UI Graphic

### Research

Contextual Inquiry | Heuristic Evaluation

Qualitative Interview | Competitor Analysis

Information Architecture | Usability Testing

### Programming

HTML | CSS | JS

Python | Java

React | C# in Unity

### Tools

Figma | Sketch | Principle

Adobe Creative Suite

Origami Studio | Axure

## EXPERIENCE

### UX Designer & Researcher | June 2020 - Aug 2020

UMSI Career Development Office | Ann Arbor, MI

Fostered communication between students and university departments during the pandemic by ideating and prototyping conversational UX designs.

### UX Consultant & Designer | Jan 2020 - May 2020

Pilotly Collaborated with University of Michigan | Oakland, CA

Conducted research to identify pain points in the existing data exporting process, facilitated human-centered design solutions to improve the platform's interface usability.

### Research Assistant | Jan 2018 - Sep 2019

Fluid Earth Viewer Laboratory | Columbus, OH

Collected qualitative usability test data from 150+ users, identified accessibility problems by coding test videos and categorizing observation notes and user feedback.

## PROJECTS

### UX Consultant | Aug 2019 - Dec 2019

Floyd collaborated with University of Michigan | Detroit, MI

Led customer interviews and heuristic evaluations to identify pain points in the existing working process, provided recommendations to utilize inter-team information flow.

### UX Designer & Researcher | Aug 2019 - Dec 2019

Universeaty - Campus Mobile Platform | Ann Arbor, MI

Designed mobile application based on interviews, surveys, and competitor analysis to solve real-world problems. Created and iterated on prototypes, conducted usability tests.

### UX Designer & Team Coordinator | Oct 2019

2019 IBM iX + Adobe Creative Jam Finalist | Ann Arbor, MI

Created and presented application prototypes within 48 hours. Monitored fast-paced project schedule, organized team meetings, and maintained project documents.