

Vivian Jiang

MSI Student

CONTACT

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SKILLS

UX

Contextual Inquiry
Affinity Diagrams
Competitive Analysis
Personas & Scenarios
Storyboarding
Wireframing
Prototyping
Usability Testing

DESIGN

Photoshop
Illustrator
InDesign & Xd
Sketch
InVision

PROGRAMMING

Python
HTML5/CSS3

LANGUAGES

English
Mandarin Chinese
French

INTERESTS

Contemporary poetry
Music production
Film photography

EDUCATION

University of Michigan - School of Information
Ann Arbor, MI | May 2020

Master of Science in Information

Focusing on User Experience Research & Design

University of Michigan- College of LS&A
Ann Arbor, MI | May 2016

BA in Economics & Minor in Creative Writing

Winner of the 2016 Undergraduate Hopwood Poetry Award

Winner of the 2016 Paul and Sonia Handleman Poetry Award

PROJECTS

CLIENT PROJECT - CONSULTING

Ann Arbor, MI - Fall 2018

Skills: Contextual Inquiry, Affinity Diagrams, Qualitative Analysis.

Consulted for Clients A & B (museums/nature centers) with three other students

Focused on internal communication issues & employee inertia from a recent merger.

Conducted background research & semi-structured interviews; analyzed resulting data.

Formulated suggestions for resolving issues; delivered a report and final presentation.

GreenSycle - INTERACTION DESIGN

Ann Arbor, MI - Fall 2018

Skills: Competitive Analysis, Personas, Wireframing/Prototyping, Usability Testing

Focused on addressing potential solutions to "aspirational" recycling.

Conducted competitive analysis; created six personas; storyboarded scenarios.

Practiced iterative design through wireframing, prototyping, and usability testing.

Created a final mid-fi digital prototype in the form of an iOS mobile application.

EXPERIENCE

IMMIGRATION PARALEGAL @ HUDSON LEGAL GROUP

Ann Arbor, MI | May 2016 - May 2018

Assisted attorneys with admin. duties & extracting information from lead documents

Assembled 20-30 highly detailed profiles daily for internal case evaluations.

Responsible for monitoring paper and electronic filing systems for 15,000+ clients.

Edited order checklists and financial information to reflect frequent policy changes

EDITOR-IN-CHIEF @ THE OLEANDER REVIEW

The University of Michigan | January 2015 - April 2016

Recruited and oversaw new editorial board groups of 3-5 members

Supervised publication of 126-page journal covering poetry, prose, interviews, and art.

Coordinated with staff and external businesses to host a public release party.

Raised \$150 in sales and approx. \$1000 rolled over as finances for the following year.