

Vivian Jiang

MSI Student
User Experience Design

CONTACT

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SKILLS

UX

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

SOFTWARE

Photoshop
Illustrator
Figma
XD
Sketch

PROGRAMMING

Python
HTML/CSS
Javascript

INTERESTS

Contemporary poetry
Film photography
Music production

EDUCATION

UNIVERSITY OF MICHIGAN - SCHOOL OF INFORMATION

Ann Arbor, Michigan | May 2020

Master of Science in Information

Concentration in User Experience Design

UNIVERSITY OF MICHIGAN - COLLEGE OF LS&A

Ann Arbor, Michigan | May 2016

BA Economics

Minor in Creative Writing

Winner of the 2016 Undergraduate Hopwood Poetry Award

Winner of the 2016 Paul and Sonia Handleman Poetry Award

PROJECTS

AUTODESK: USER RESEARCH & CONSULTING

Ann Arbor, Michigan - Winter 2019

Skills: Competitive Analysis, Personas, Surveys, Heuristic Eval. Usability Testing
Worked with three other students to improve learning & onboarding for Revit LT
Conducted competitive analysis, audience surveys, stakeholder & user interviews
Evaluation learning materials & documentation using principles of usability heuristics
Provided recommendations for improved design and implementation to stakeholders

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
Practice iterative design through wireframing, prototyping, and usability testing
Created a final mid-fi digital prototype in the form of an iOS mobile application

EXPERIENCE

FRONT-END DEV. INTERN @ QUICKEN LOANS

Detroit, Michigan | May - August 2019

Created data-driven HTML/CSS email templates to engage with audiences of 5+ million
Updated previous iterations of email code for adherence to mobile-first web standards
Conducted A/B tests and applied results for enhanced email performance
Collected & analyzed data from leads and clients to create tailored experiences

IMMIGRATION PARALEGAL @ HUDSON LEGAL

Ann Arbor, Michigan | 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