

VICTOR NG

User Experience Designer

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EDUCATION

General Assembly

Jun 2019 - August 2019

UX Design Immersive Graduate

Seattle University

Dec 2017 - Dec 2018

Web Development Certificate

University of Massachusetts Amherst

Graduated May 2014

B.A. in Information Design

SKILLS

Design

Wireframing

Prototyping

Affinity Map

Graphic Design

Usability Testing

User Stories

Empathy Map

Card Sorting

Tools

Sketch

Adobe XD

Figma

Illustrator

InVision

Photoshop

Balsamiq

Webflow

Coding

HTML & CSS

JavaScript

Python

Languages

English

Cantonese

COMMUNITY SERVICE

Boston Free Radio

Volunteer Broadcaster

WMUA 91.1 FM

Student Broadcaster

Massachusetts Public Interest Research Center

Volunteer Coordinator

EXPERIENCE

Hungerswipe | UI/Visual Designer

Oct 2020 - Present, Remote

Collaborated with developers and designers to propose designs and features for the Hungerswipe app, striving to bring consumers and traffic to restaurant businesses. Focused on building a concept-driven design system from understanding user's core values and needs from analytics, customer feedback, and user experience research findings.

MediBoard | Design Lead

Oct 2022 - Jan 2023, Seattle WA

Spearheaded research and design on data visualization tool, resulting in improved experience and efficiency. Synthesized information from user interviews, competitive analyses, empathy mapping, user stories & journeys to understand user behaviors and pain points. Redesigned web and mobile interface to increase usability rating by 10%.

Fractal Networks | UX/UI Designer

Oct 2021 - Jan 2022, Remote

Led research and design on desktop application enabling users to self-host, which led to 25% increase in usability rating. Directed user research process, including design of question guides. Moderated interviews and usability testing to identify user pain points and potential design solutions. Worked closely with design team to create 100+ design system components in Figma and Adobe XD.

Mentorz | Visual UX Designer

Sep 2019 - Sep 2020, Remote

Designed new iterations and features for the Mentorz mobile mentorship app, aiming to help mentors and mentees connect with each other to achieve goals and develop new skills. Crafted multiple prototypes & design system components in Figma while designing features that allowed mentors and mentees to share resources efficiently.

The World is Fun | Graphic Designer

Nov 2018 - Mar 2020, Seattle WA

Produced and updated physical materials for the organization with over 5,000 volunteers and 90 staff members. Worked collaboratively with design team to create client needs such as signage, posters, anniversary logos, and volunteer badges. Created visual assets for the website and marketing pieces for the organization as needed.