SUSANJENG

PRODUCT, UX, UI DESIGN

SKILLS

UI/UX Design
Mobile Applications
Website Layouts
Iconography
Information Architecture
Interactive Prototypes
User Research
Usability Testing
Visual Designs
Email Templates

TOOLS

Figma
Sketch
Invision + Studio
Principle
Adobe Photoshop
Adobe Illustrator
Microsoft Office Suite
Mac & Windows OS

WORKFLOW

Asana
Agile Methodology
Sprint Sessions
Data Analysis

EDUCATION

Graphic Communication
California Polytechnic
State University
San Luis Obispo
*Concentration in Design
Reproduction &
Technology*

CONTACT

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EXPERIENCE

UX DESIGNER

Amazon • Seattle, WA • 8/2020 - Present

· Owning the end-to-end customer experience for the Books shopping storefront (Kindle & physical), Kindle thank you page, and Hub vision project
· Working with product leaders to define goals & establish metrics of success backed by data analytics
· Leading whiteboarding sessions on customer journey maps & areas of opportunity for innovation
· Designing wireframes & jouney maps cross-referenced with user research and existing customer data
· Creating high-fidelity designs & prototypes across mobile, desktop, tablet, and e-reader surfaces with detailed attention to various use cases
· Conducting moderated and unmoderated user testing sessions to better understand customer frustrations and validate proposed designs
· Facilitating weekly feedback meetings for the Books design studio
· Putting together detailed design decks and documentation for leadership reviews & information shareout
· Collaborating closely with partner teams worldwide to maintain alignment of product goals & brand cohesion
· Previously worked on UX for the Q&A team and launched videos within the answering experience to a successful increase in customer satisfaction

SENIOR PRODUCT DESIGNER

ShopRunner • Chicago, IL • 4/2019 - 8/2020

· Worked with the District team on improving the mobile application through research, metric analysis, wireframes, visual designs, and prototyping
· Collaborated with the UX researcher to conduct moderated usability tests & ad hoc guerilla tests
· Design & research support for the browser extension for 3 months
· Worked on ideation and design for the consumer website which saw a large increase in traffic

PRODUCT DESIGNER

ThirdChannel • Boston, MA • 6/2018 - 4/2019

· Focused on improving the UI/UX of the mobile application through design flows, wireframes, and prototypes
· Worked with product, engineering, and customer success teams to create solutions for bridging business goals and user experiences
· Conducted user testing, user surveys, and user research with real customers

UI/UX DESIGNER

iboss Cybersecurity • Boston, MA • 6/2017 - 6/2018

UI ARTIST

Demiurge Studios • Cambridge, MA • 12/2015 - 6/2017

UI DESIGNER

Storm8 • Redwood Shores, CA • 9/2011 - 10/2015

GRAPHIC DESIGNER

OpenFeint • Burlingame, CA • 6/2010 - 9/2011