



Alex Chang

(714) 423-3093
me@alexychang.com

alexychang.com

twitter.com/aychang

www.linkedin.com/in/alexychang

Skills

Methods

Affinity diagramming
Card sorting
Design charrette
Experience journey mapping
Expert & user interviews
Field studies
Heuristic evaluation
Personas
Rapid prototyping
Responsive design
Sketching
Storyboarding
Surveys
Usability testing
Wireframing

Tools

Adobe Photoshop, Illustrator
After Effects
Arduino
Axure
Keynote
InVision
OmniGraffle
Origami & Quartz Composer
Proto.io
Sketch 3

Platforms

AJAX
ASP.NET
CSS3 & HTML5
iOS
Javascript & jQuery
PHP

CMS

ExpressionEngine
SharePoint
WordPress

Languages

Mandarin Chinese

Work

Senior User Experience Design Lead

Point B

January 2015 to Present

Leading UX and interaction design efforts for internal applications, projects, and initiatives. Creating a practice framework for human-centered design and design thinking. Developing and leading design thinking workshops and presentations. Serving as an expert resource for areas such as interaction design, information design, user experience design, Web and mobile application design.

Solutions & UX Architect

Point B

June 2005 to December 2014

Began developing a human-centered design practice framework in the firm. Educated and advised on design thinking methodology for both internal and external projects. Served as both the UX design and technical development lead for external Web sites, enterprise portal, and internal business application projects. Created wireframes and prototypes for Web applications development. Designed and conducted user research. Developed and maintained UI design and coding standards. Managed design and development vendors and resources. Identified internal application gaps, prioritized needs, developed/tested/deployed solutions. Provided knowledge leadership and resources on user experience design, interaction design, information design, Web and mobile design patterns and standards, usability, and accessibility.

Previous role: Associate/Development Lead (June 2005 to December 2010)

Visiting Lecturer in Interaction Design

University of Washington

September 2014 to December 2014

Lecturer for the Foundations of Interaction Design course at the University of Washington.

Introduced students to the challenges of designing interactive systems. Led students through a series of lectures, discussions, and projects to explore the principles of interaction design and the role of designers in the development of interactive products, systems, and services.

Information Technology Manager

Bibles for America

July 2002 to June 2005

Led the redesign effort for organization Web site (www.bfa.org) to serve 500,000 Bible recipients through its free Bible distribution program. Designed, planned, and implemented enterprise portal system and n-tier Web applications. Served as a knowledge source for UX design, visual design, database design, and programming best practices. Identified hardware and software requirements; responsible for vendor review, selection, and purchase process. Recruited and managed a team of six Web application developers and graphic designers.



Education

University of Washington

Master of Human-Computer Interaction + Design (2014)

Living Stream Ministry

Bible Truth and Church Service Training (1997, 1999–2000)

University of Washington

B.A. in Mathematics with an economics emphasis (1997)

Awards

Winner of BoxesandArrows.com

Web site redesign contest (2004)

Winning design selected by a panel of Web design industry leaders from worldwide submissions of design entries by design firms and individual designers. Implemented the actual site redesign in 2006 and authored an article on the redesign process: (<http://boxesandarrows.com/two-designers-two-years-one-facelift/>).

Winner of TOR (www.torproject.org)

GUI design competition (2006)

Collaborated in the creation of one of the two winning entries.

Work

Web Project Manager

Northwest Hospital, Information Systems

August 2000 to May 2001

Managed the design, development, testing, implementation, and support of Web-based applications. Identified business requirements and developed functional specifications. Prototyped new applications and worked with developers and interns to assure application completion and quality. Maintained production applications and intranet content; responsible for issue resolution, application enhancement, and content publishing. Directed Web team interns in the update of departmental sites. Coordinated with Technical Services resources.

Information Technology Management Consultant

Ernst & Young

1997 to 1999

Designed, implemented, and supported information systems for major corporations, including:

Catholic HealthCare West Shared Business Services—Assisted in implementation of imaging system for 37 medical facilities. Oversaw the imaging server and workstations installation and support process. Designed electronic documentation transfer workflow and folder structure. Built and maintained automated system test scripts. Developed and supervised testing staff.

Nissan Motors Corporation USA—Assisted in Y2K system conversion and delivery. Surveyed system functions and coordinated between the conversion team and client expectations. Built automated system test scripts. Created, refined, and completed project charters and project turnover documents. Assisted in resource management and workplan tracking. Developed and maintained client inventory database.