

Jennifer D. Ng

Usability
User Experience
User Research
Interaction Design
Design Analysis

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Objective To solve a variety of user experience problems from design concept development to information architecture in a creative, analytical team-oriented environment

Relevant Experience **Method**, San Francisco, CA
User Experience Designer (March 2007-present)
Designed and developed interfaces for the television, web and small screens; Led and analyzed user research from focus groups to retrospective interviews to focus groups

Spongecell, San Francisco, CA
User Experience Engineer (August 2006-February 2007)
Managed all user experience design of a web-based consumer application including conducting user research, designing wireframes, and leading usability testing

Carnegie Mellon University Human Computer Interaction Institute, Pittsburgh, PA
Research Assistant (August 2004-August 2006)
Led user research through interviews, focus groups and contextual inquiries to understand user's mental model of an event service and a guide its design

LotterShelly, Pittsburgh, PA
Interaction Designer (January 2006-March 2006)
Designed layouts of usable web-based applications first using wireframes then high fidelity mockups using PowerPoint, Photoshop and Illustrator

Computer Science Department - Group for User Interface Design, Berkeley, CA
Research Assistant (September 2003-August 2004)
Designed and evaluated interfaces of location-based mobile applications based on thorough user research of user needs in privacy

Projects **CHI 2006 Student Design Competition**, Pittsburgh, PA
Project Manager (August 2005-April 2006)
Organized and managed a team of five people to design a solution using user-centered design to help students—the target user group—to be more aware of their nutrition and diet

Multimodal Interface for Technical Manuals – Office of Naval Research, Pittsburgh, PA
Research/Voice User Interface Lead (January 2005-August 2005)
Led research of user requirements for a voice user interface for multimodal interface for technical manuals to support 'hands-busy' and 'eyes-busy' maintenance tasks.

Education **Carnegie Mellon University**
Masters of Human-Computer Interaction, May 2006

University of California, Berkeley
B.A. in Cognitive Science with an emphasis in Computational Modeling, May 2004

Skills	Usability Evaluation	Design Methods	Media Applications
	Contextual Inquiry, Surveys, Think-aloud Protocol, Heuristic Evaluation, Cognitive Walkthrough, Task Analysis	Focus Groups, Directed Storytelling, Affinity Diagramming, Design Re-labeling, Low-fidelity Prototyping, MakeTools	Illustrator, Indesign, Powerpoint, Photoshop, Premiere, Dreamweaver, Flash, Omnigraffle

Partial List of Clients Carnegie Mellon University, Jobs for Homeless Consortium, Office of Naval Research, Sony, Ugobe, Visa