

Jennifer D. Ng

User Experience
Design Research
Interaction Design
UX Strategy

San Francisco, CA 94110
925.330.7062
jennifer@think-ng.com
www.think-ng.com

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

Relevant Experience **GlideTV, Women 2.0, Organic**
Freelance User Experience Designer/Researcher (December 2008-present)

Method, San Francisco, CA
User Experience Designer/Researcher (March 2007-November 2008)
Led and analyzed user research including focus groups, contextual inquiries, and usability testing; Designed and conceptualized interfaces for television, web, games and mobile phones with clients including Sony, Visa, Boxee, and Sun Microsystems; Semi-finalist out of 20+ company-wide entries in an internal innovation competition

Spongecell, San Francisco, CA
User Experience Engineer (August 2006-February 2007)
Managed all user experience design of a web-based consumer application including user needs analysis, translation of business requirements into design, and usability testing; Worked closely with the executive team to develop product concepts

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 to guide its design

LotterShelly, Pittsburgh, PA
Interaction Designer (January 2006-March 2006)
Designed layouts of usable web-based applications from wireframes to high-fidelity mockups for financial companies and local hospitals

UCB 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 user research including interviews, usability testing, and competitive analysis

Projects **CHI 2006 Student Design Competition**, Pittsburgh, PA
Project Manager/User Experience Designer (August 2005-April 2006)
Successfully led a team of five to the semi-final round of the competition; Designed a solution to help students to become 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, Keynote