JESSICA PAN
INSTRUCTIONAL / UX DESIGNER

chiamingpan.github.io
jessicapan1224@gmail.com
669-253-9973

With over 4-years of UX Design and Marketing Communication background, I create impactful UX and learning design.

WORK EXPERIENCE

UX Designer — Infosys

Oct 2019 – Present, Seattle, WA

- Designed a product entitlement web application which helps customers manage over +2000 products/applications by identifying user needs, developing user flows, creating and iterating prototypes in 3 weeks
- Facilitated meetings to present design solutions and rationales to Project Manager and a UX Architecture

Product Designer — Facing Homelessness

Nov 2017 – Oct 2019, Seattle, WA

- Led a responsive web app from conducting field research, product launch, to usability testing
- Collaborated with engineers to implement the prototypes by providing hand-off documents

UX Designer Intern — TurboPatent Corp.

Sep 2018 – Nov 2018, Seattle, WA

- Developed storyboards and prototype to improve the onboarding experience by collaborating with Chief Product Officer and Sales Manager
- Redesigned the enterprise product based on the usability study, increasing the task success rate by 158%

PR Account Executive — Ogilvy Public Relations

Aug 2014 – Apr 2016, Taipei, Taiwan

- Conducted field and market research and planned digital media content strategy and training documents for Fortune 500 companies
- Collaborated with a cross-functional team to lead a brand press conference, generated over US$ 300,000 of PR value

EDUCATION

Seattle Central College

Web Design Certificate (GPA: 3.98/4.0)

Sep 2017 – Mar 2019

National ChengChi University

Bachelor of Arts in English

Sep 2010 – June 2014

SKILLS

Design

Design systems, Information architecture, Personas, Storyboards, User flows, Wireframing

Research

Quantitative and qualitative user research, Market research, Usability tests

Development

CSS / Sass, HTML5, JavaScript, jQuery

TOOLS

Adobe Creative Suite (including Adobe Captivate, Adobe Illustrator, Adobe Photoshop, Adobe XD), Articulate Storyline, Figma, InVision, Sketch