

# JIA-JEN LEE

(512) 909-2271 | jjajen@utexas.edu | jjajenlee.com

## Professional Summary

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Skilled UX Designer with a Master's degree in UX Design and considerable experience in designing responsive solutions, implementing user research, enhancing system interface accessibility, creating wireframes/prototypes, and using insights to make informed judgements. Substantial experience in managing cross-functional projects, utilizing design software programs, leading multidisciplinary design teams, enabling consistent user experience, and generating UX concepts. Continually exceeds expectations by building strong relationships and works well with people at all levels of the organization including management, staff, and clients.

## Skills

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- Enhancing System Interface Accessibility
- Conducting & Implementing User Research
- Enabling Consistent User Experience
- Creating & Launching System Applications
- Generating UX Concepts & User Flow
- Designing Responsive & Adaptive Solutions
- Creating Wireframes & Prototypes
- Utilizing Design Software & Systems
- Leading Multidisciplinary Design Teams
- Using Insights to Make Informed Judgements
- Managing Cross-Functional Projects
- Excellent Verbal & Written Communication

## Work History

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**Visualization Research Assistant** – University of Texas at Austin – Austin, TX 08/2021 to Current

- Successfully validating hi-fi prototypes with internal stakeholders and incorporating user feedback into various designs.
- Developing dashboards to display career statistics on the school website for over 170 fields of study across 13 colleges.
- Utilizing Tableau and Figma to help prospective students with decision making processes, increasing CTR by 2X.
- Aiding designers with the development of exceptional quality visual renderings from conceptualization to production.
- Efficiently working within a growth-based culture that encourages individual development/accomplishment of results.
- Cultivating a wide variety of creative tasks related to visualization and user related interests to encourage feedback.
- Designing and executing studies into student interests to effectively develop websites that are engaging and informative.

**UX Designer** – Austin Jazz Society – Austin, TX 02/2022 to 06/2022

- Created wireframes/prototypes to enhance the accessibility of system interfaces such as mobile, desktop, and iPads.
- Aligned visions by developing new information architecture for the website, leading to a 60% increase in memberships.
- Led a team of 6 to conduct user research and ideate the product from scratch within user-centered design processes.
- Established systems that matched the brand to enable a consistent user experience across Android, iOS, and web.
- Continuously envisioned usability-focused product experiences with the team through presentations and sketches.
- Conducted UX design-related functions while deepening intuitive apprehension of specific processes and practices.
- Developed designs to help the entire product team understand the desired customer experience such as maps/flows.

**UX Designer** – International Business Machines (IBM) – Taipei, Taiwan 08/2018 to 12/2020

- Continuously communicated with leadership and engineering teams to refine designs based on presentation feedback.
- Designed/launched a new banking application by collaborating with designers, engineer teams, and 5 product leads.

- Created interactive hi-fi prototypes and user flows for 12 services of a specific conversational banking application.
- Executed processes such as user research, branding, analyses, feedback, and usability testing to increase productivity.
- Kept abreast of usability trends in the market, shared insights and creative applications, and identified opportunities.
- Identified/troubleshoot UX problems, prepared drafts for internal teams, and participated in weekly design meetings.
- Designed UX mockups and prototypes that clearly illustrated functionality and created original designs as requested.

**Front-end Engineer** – Hung Yank Soft. Tech. Co. Ltd – Taipei, Taiwan

02/2017 to 02/2018

- Successfully developed 6 functionalities of the mobile web such as rudder movement for a global shipping company.
- Optimized page performance by 20% through the utilization of HTML, CSS, and JavaScript to meet projected goals.
- Influenced high prioritization of initiatives, aligning experiences across channels and touchpoints to ensure best results.
- Created innovative solutions to meet the company's technical needs, tested web page ideas, and fixed web page bugs.
- Designed technical specifications, adopted methodologies to develop plans, and created website project roadmaps.
- Optimized web pages for maximum speed along with utilizing a variety of markup languages to write web pages.
- Effectively made recommendations regarding ways to improve the institution and provide the best user experience.

## Featured Projects

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InfoClinic – UX Design Awards 2022, Global Competition

- Created an AI-based product concept by conducting in-depth user research and applying the latest Human-AI guidelines.

CTBC Conversational Bank

- Analyzed user needs, designed 12 system flow functions, and created the conversational interface through Agile testing.

Austin Jazz Society Website

- Redesigning a responsive website for a non-profit organization by designing the site map and completed design systems.

Accessible Metro Map Design

- Analyzed accessibility issues of current metro map, proposed design solutions/products, and created visual accessibility.

## Technical Skills

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Figma, Sketch, Adobe XD, InVision, Unity, Adobe Creative Suite, Axure, Adobe Photoshop, Adobe Illustrator, Tableau, Confluence, Miro, Mural, Jira, GIT, HTML, CSS, JavaScript, Node.js, Java, Python, SQL, Agile Development

## Achievements & Certifications

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- UX Design Awards – International Design Center – 2022
- Certification of Virtual Reality & Augmented Reality – Massachusetts Institute of Technology – 05/2022 to 07/2022
- An Artist of Metaverse VR WSPark – 04/2022
- Oracle Certified Associate – Java SE 8 Programmer – 07/2017

## Education

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**University of Texas at Austin** – Master of Science, Information Studies/UX Design – 01/2021 to 12/2022

**Univerzita Hradec Králové** – Exchange Program, Information Studies – 01/2016 to 06/2016

**National Sun Yat-sen University** – Bachelor of Science, Business Management – 2012 to 2016