

# JASON DONG

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## SEEKING FULL-TIME UX RESEARCH POSITIONS

### EDUCATION

#### Georgia Institute of Technology

M.S. Human-Computer  
Interaction

Aug 2020 - Expected May 2022

#### University of California, Santa Barbara (UCSB)

B.S. Biopsychology

Sep 2016 - June 2020

Graduated with Honors

Distinction in Major

### SKILLS

#### UX Research

Interviews, Surveys, Affinity  
Mapping, Competitive Analysis,  
Heuristic Evaluation, Usability  
Testing, Card Sorting, Remote  
Testing, Journey Mapping, Personas,  
Empathy Maps

#### Design

Sketching, Wireframes, Prototyping,  
Storyboards

#### Tools

Adobe XD, Figma, Qualtrics,  
UserTesting, R, Balsamiq, Protopie,  
Miro, Mural

### AWARDS

Honors Program (2017-2020)

Psych Honors Program (2017-2020)

Dean's Honors (4x)

URCA Grant Recipient (2019)

### EXPERIENCE

#### UX Research Intern - athenahealth

June 2021- Aug 2021

-Led interviews and surveys with doctors to test out a new home screen for the epocrates app. Utilized affinity mapping and survey analysis to extract actionable insights to design and product stakeholders.

-Created card sorting research plan for customer support workflow which resulted in changes to how users accessed help on the epocrates app.

#### Graduate Teaching Assistant

Aug 2021- Present

-TA for CS 6755 Human-Computer Interaction Foundations.

-Provide support for semester-long projects that go through the entire user-centered design process.

### PROJECTS

#### UserTesting - UX Researcher

Jan 2021- May 2021

-Gathered qualitative insights through unmoderated and moderated tests to understand needs of panelists on the UserTesting platform.

-Presented findings and mockups to design stakeholders.

#### SonoTech - Lead UX Researcher

Aug 2020- Dec 2020

-Conducted user interviews, surveys, and secondary research to better understand the Deaf Community's pain points in live music events to create an interactive, high-fidelity prototype that gives users information about accessibility at concerts.

-Generated insights from research through affinity mapping and used these findings to create personas and empathy maps.

-Created feedback and evaluation protocols to utilize during usability testing sessions.

#### FamBam - Lead UX Researcher

Aug 2020- Dec 2020

-Conducted user interviews and surveys to better understand problems single parents face during the COVID-19 pandemic to create a tool that organizes users' childcare needs.

-Analyzed data from interviews, surveys, feedback sessions, and usability testing to ideate design solutions in order to create a high-fidelity prototype.

-Utilized user research findings to create sketches and wireframes.