

Clarence Chang

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clarencechang.com

(1)678-510-9997

PROFESSIONAL EXPERIENCE

UX Designer

Biteline | Nov 2021 - Present (Remote) Charlotte, NC

- Standardize all UI components in Figma to increase efficiency across design and engineering
- Consolidated all qualitative research on Dovetail to share insights among key executive stakeholders

UX Designer (Part Time)

KDAlive | Jan 2020 - Nov 2021 Berkeley, CA

- Conduct user interviews to create generative research insights
- Identify accessibility pain points on existing SaaS platform to improve user engagement by 20%
- Deliver low to hi-fi mocks in alignment with business and engineering

Product Designer / Product Manager

Bungee Tech Corporation | Jan 2018 - Jan 2020 Berkeley, CA

- Conducted competitive market analysis and user interviews to identify design direction and consumer pain points
- Oversaw end to end design of a data-driven retail intelligence dashboard to visualize 4 metrics according to retailer and brand
- Owned relationships with 2 enterprise clients to identify product strategy, feature design, and business alignment

Product Designer / CoFounder

iXplore | Sept 2017 - April 2018 San Francisco, CA

- Launched a desktop app to connect travelers with travel agents in the Japan and East Africa market, adopting over 100 alpha users
- Conducted market research and competitive analysis across 10 travel agencies to prototype an MVP and launch 2 social media campaigns
- Defined project scope and requirements to a team of 4 remote engineers and 1 designer

Data Analyst

Cisco | Aug 2016 - July 2017 San Jose, CA

- Led 7 stakeholders within Network Services to collect and validate product metrics reported to the CIO, including Service Cost and UX
- Saved 50+ man hours monthly by automating data reporting using Python and REST API to present data in a user-friendly format
- Created 3 standard data visualization templates on Tableau to identify and reduce over 300 unaccounted for internal tickets

SKILLS

Interviews Usability Testing
Jira Journey Mapping
Figma Adobe Illustrator
Tableau MS Office Suite
Python Adobe Premier

LANGUAGES

French (Fluent)
Mandarin (Conversational)
Spanish (Basic)

EDUCATION

Georgia Institute of Technology
BS Industrial Engineering | 2016
Tsinghua University Exchange

UC Berkeley
Skydeck Accelerator | 2018

General Assembly
UX Immersive | 2020

VOLUNTEER

Curry without Worry
Board of Directors | 2018 - 2020

Grant Investment Committee
Cisco Ambassador | 2017

HOBBIES

Volunteering Learning Languages
Dance Cooking