Danny Chiang

User Experience Designer

dchiang720@gmail.com

240.477.3788

www.dannychiang.me

Summary

UX Designer with a passion for breaking down user workflows and finding opportunities to improve user engagement and satisfaction. Able to consolidate feedback from across multiple sources, such as customer feedback and analytics to make concise recommendations. Proven ability to build strong relationships across both business and technology teams. Track record of delivering impactful projects.

Professional Experience

Financial Industry Regulatory Authority   Rockville, MD
Lead UX Designer   January 2019 - Present

- Designed the user workflow for a new case management system through the combination of rapid prototyping and frequent user focus groups, which resulted in a 100% user adoption of the new tool

- Spearheaded the discovery process and set the foundation of the user experience for a redesign of a time tracking application, helping deliver the new system well ahead of the promised delivery date

- Took initiative to establish a design style guide for the team, ensuring UX consistency across multiple applications, simplifying design conversations, and decreasing the level of effort for both wireframing and development

- Collaborated closely with product team and developers, taking on additional responsibilities during agile planning sessions to ensure successful sprints

UX Intern   January 2019 - Present

- Defined requirements for a 508 compliant dashboard through journey maps and storyboarding to help investigators better understand their cases

Montgomery County UX Meetup   Assistant Organizer
Rockville, MD   February 2019 - Present

- Facilitated a design thinking workshop to 20+ participants, teaching techniques and approaches for solving user conversation and engagement

Certifications

NNg UX Certification
UXC# 1030445

Skills

Visual Design
Personas
Journey Maps
User Flows
Wireframing
Prototyping
User Testing
Design Thinking
Research Techniques

Tools

Adobe XD
Sketch
InVision
Axure
Balsamiq
Confluence
Jira
Sharpie

Education

University of Maryland, College Park
Information Science
Graduated December 2019