

# JULIANN THANG

DESIGNER + RESEARCHER

## CONTACT

---

✉ juliannthang@gmail.com

☎ +1 (716) 449-1510

🌐 [juliann.space](http://juliann.space)

## SKILLS

---

### Design

Wireframing  
Storyboarding  
Lo-fi to Hi-fi Prototyping

### Research

Contextual Inquiry  
User Research  
Usability Evaluations  
User & Task Flow  
Affinity Diagramming  
Personas  
Data Analysis

### Toolkit

Figma  
Adobe XD  
Balsamiq  
Adobe Photoshop  
Miro  
Microsoft Suite

### Coding

HTML/CSS  
SQL  
R

## EDUCATION

---

### Rochester Institute of Technology

Master of Science in Human-Computer Interaction  
Expected May 2022 | GPA: 4.0

### Rochester Institute of Technology

Bachelor of Science in Management Information Systems  
Graduated Class of 2020 | GPA: 3.6

## EXPERIENCE

---

### Zoom Redesign

#### Class Project

Conducted 3 contextual inquiries and developed an affinity diagram within a group about students' experience and opinions about the video-conferencing platform Zoom. Created personas from data and developed a lo-fi to mid-fi prototype that redesigned the layout and features of the desktop version of Zoom.

### Systems Analysis & Design

#### Class Project

Evaluated and designed an IT ticketing system for a company. Worked within a team to develop a use case diagram, swim lane diagram, as well as a cost-benefit analysis and presented a final deliverable of our design and recommendations to stakeholders.

### Technology & Operations Intern

#### KeyBank (Summer 2019)

Analyzed internal performance data within the company and created an overview dashboard for each month in the summer for the support team. Performed weekly validations to ensure internal system worked as expected.