


MINGJING JIANG

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I am a passionate **User Experience Researcher & Designer** pursuing to positively impact the lives of others through researches with concentrations in qualitative research for complex system design and inclusive design.

EDUCATION

New York University (M.S.)

Integrated digital Media (M.S.)

New York, NY, United States | 2021 - 2023

Boston College (B.A.)

Economics; Minor in Computer Science

Boston, MA, United States | 2015 - 2019

SKILLS

Accessibility Design
Competitive Analysis
Concept Test
Contextual Inquiry
Diary Study
Field Observation
In-depth User Interview
Journey Map
Service Design
Survey Design
Usability Test
Wireframing / Prototyping

TOOLS

Figma/Sketch/Adobe Illustrator
UserZoom/dscout/Qualtrics
HTML/CSS/JavaScript/Python

COMMUNITY ENGAGEMENT

Design For America

E-board | Lead Mental Health Team
New York, NY, United States | 2021-2023

Conducted qualitative research on high school mental health for innovation and produced design solution that enhanced professional resources for mental support

WORK EXPERIENCE

User Experience Researcher

June '22 - Current

Peapod Digital Labs

Cultivating user empathy through impactful research, expertise includes:

- Exploratory studies: observe how people behave and uncover the "why" behind their actions.
- Usability studies: measure how close our proposed solution comes to solving a user problem.
- Persona development: define who our users are and the factors that drive their decisions.

Digital Learning Assistant

Jan '22 - June '22

New York University Gallatin School of Individualized Studies

- Re-design and audit Gallatin-owned websites for accessibility, compatibility with assistive technology and WCAG standards.

Product Design Intern

May '21 - Dec '21

Kuaishou Technology

- Conducted in-depth user research, identified user flow and design problems and iterated design concepts and prototypes for 200+ products.
- Lead designer for the UX design, high fidelity UI design, and built a Design System Library for the frontend monitoring platform project.

User Experience Intern

Jan '20 - Aug '20

The SYNERGY Consulting

- Conducted qualitative user research to help clients understand users.
- Investigated marketing trends and created competitive analyses.

Market Research Intern

Jun '18 - Sept '18

Tencent Technology

- Created competitive analysis over products strategy in online advertising.
- Analyzed current online advertisements' growth of various forms and developed macroscopic policy research reports based on a comparison of global policies and regulations over online advertising.

Frontend Development Intern

Jun '17 - Sept '17

AcFun Technology

- Participated in the word filter system that automatically scans users' posts, comments, and bullet chats as they are submitted and censors particular words or phrases with warning signs that impact 2 million users.