Joyce Huang

UX Designer/Researcher simplifying complexity and building connection

joyce.q.huang@gmail.com
1(646)-706-3678
www.joycehuang.space/
LinkedIn @ joyce-huang-ux
New York City, US

Experience

UX Designer II
Rocket Software (4/2021 - Present) / Boston, US (Remote)

- Design features from user stories to interactive prototypes as the main designer for 3-5 IT software products
- Synthesize user flows and storyboards for cross-functional alignment, ideation, and training
- Conduct periodic interviews, surveys, observations, and usability tests to discover user context and evaluate design decisions
- Suggest actionable improvements based on research, WCAG, heuristics, and the IBM Carbon design system
- Facilitated a 3-hour workshop with 6 internal experts, which refined 2 user personas and clarified the product roadmap
- Advocated for UX research through tailored presentations to 2 product teams, resulting in increased awareness for generative research and support for usability testing projects
- Volunteer for the DEI team to promote inclusion, accessibility, and belonging within the global employee community

UX Writer (Internship)
Digital Influx (7/2020 - 11/2020) / London, UK (Remote)

- Created 12 digital lessons and activities to teach design thinking to 8- to 11-year-old children as well as their teachers
- Iterated on lessons based on user testing, expert review, and internal feedback in an Agile startup environment
- Provided constructive feedback during design critiques to ensure consistency in voice, values, and quality

Senior Marketing Analyst
Advance Local (7/2016 - 8/2019) / Jersey City, US

- Partnered with sales, CRM, and local marketing teams to optimize lead management workflows
- Investigated and resolved HTML errors on emails and webpages
- Created easy-to-understand technical documentation

Education

MSc Human-Computer Interaction
City University of London
Courses: Information Architecture, Data Visualization, Inclusive Design

BA English Literature
University of Chicago

Graphic Design (short course)
School of Visual Arts

Skills

Tools

Figma/Figjam | XD | Miro | Illustrator | Tableau | NVivo | Optimal Workshop | Camtasia | Jira | HTML | CSS

Strengths

Collaboration | Prioritization | Storytelling | Presentations | Attention to detail | Positivity

Languages

English (native speaker) | Mandarin (conversational) | Japanese (basic)