|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Angeline  Chang | |  |  | | --- | --- | | (517) 896-9968 |  | | ar4chang@gmail.com |  | | linkedin.com/in/angeline-chang-140bbb4a/ |  | | twitter.com/ar4chang |  | |

|  |  |
| --- | --- |
|  | About/Objective |

People person. Gamer. Geek. I/ESFJ. Information architect and interaction designer. Looking for new experiences, new learning opportunities, and new ways to broaden my portfolio. Always up for a challenge!

|  |  |
| --- | --- |
|  | Experience |

## Mgr. Associate UX Designer |­ Capital One

### Jan 2019 – present

Individual contributor lead designer, working closely with product and tech teams to strategically deliver innovative consumer experiences through dealership websites.

## Pr. Associate UX Designer |­ Capital One

### Feb 2016 – Jan 2019

Worked as a principal designer under Dealer Services, creating products for dealerships. Previously worked as principal designer on projects in the Garage team. Projects ranged from evaluating and helping polish complex dashboard report creation tools, to creating a seamless online-to-dealership car purchasing process, to creating concepts and mockups for process management hubs and bringing it through the steps to production.

## UX Designer | Sabre Airline Solutions

### May 2012 – Feb 2016

Interned and converted to full time. Focused on enterprise design and data-intensive applications, such as revenue management dashboards and cockpit weather and fuel tracking tools. Participated in the business process from ideating and designing concepts to creating personas, different fidelity mockups, and producing interaction designs on Axure.

## Digital Archiving Intern | New York Public Library

### Feb 2012 – Mar 2012

Helped with digitizing and preserving archival material.

|  |  |
| --- | --- |
|  | Education |

## Masters of Science of Information | University of Michigan

### Sept 2011 – May 2013

Specialized in Human Computer Interaction.

Took courses in Java, Python, HTML/CSS, Information Architecture and Contextual Inquiry.

## Bachelor of Arts | University of Michigan

### Sept 2007 – May 2011

Double Majored in Applied Linguistics and Spanish Language.

Minored in Chinese Language.

|  |  |
| --- | --- |
|  | Skills |

|  |  |
| --- | --- |
| Research   * Research Strategy * User Recruitment * Empathy Interviews * Card Sorting * Ideation Sessions * Persona Creation * Usability Testing * Heuristic Evaluation * Concept Testing * Service Blueprints * Journey Mapping Workshops   Business   * Gathering requirements * Defining Minimum Viable Product * Story writing/backlog grooming * Running agile design sprints * Writing bold visions * Writing design briefs * Identifying risks and failure modes * Facilitating/leading meetings * Mentoring/teaching design methodology | Technical   * Balsamiq (very well-versed) * Photoshop (very well-versed) * Omnigraffle (very well-versed) * Sketch (very well-versed) * Invision (very well-versed) * Axure (well-versed) * Illustrator (some skill)   Awesomeness   * Way too many video games (recent favorite: Horizon Zero Dawn) * Way too many board games (recent favorite: Eldritch Horror) * Avid model builder and collector * Ridiculous number of gaming achievements * D&D Alter ego: Gaspar the Dwarf Cleric (chaotic good, in the best of ways) |
|  |  |