

JASON DONG

jdong@gatech.edu

www.linkedin.com/in/jasonndong

650-823-5545

jasonndong.com

UX RESEARCHER

EDUCATION

Georgia Institute of Technology

M.S. Human-Computer Interaction

Aug 2020 - Expected May 2022

University of California, Santa Barbara (UCSB)

B.S. Biopsychology

Sep 2016 - June 2020

Graduated with Honors

Distinction in Major

SKILLS

UX Research

Interviews, Usability Testing, Surveys, Card Sorting, Participatory Design, Remote Testing, Competitive Analysis, Heuristic Evaluation, Affinity Mapping, Journey Mapping, Personas, Empathy Maps

Design

Sketching, Wireframes, Prototyping, Storyboards

Tools

Adobe XD, Figma, Qualtrics, UserTesting, R, Balsamiq, Protopie, Miro, Mural

AWARDS

Honors Program (2017-2020)

Psych Honors Program (2017-2020)

Dean's Honors (4x)

URCA Grant Recipient (2019)

EXPERIENCE

UX Research Intern - athenahealth

June 2021- Aug 2021

-Led interviews and surveys with doctors to test out a new home screen for the epocrates app. Utilized affinity mapping and survey analysis to extract actionable insights to design and product stakeholders.

-Created card sorting research plan for the customer support workflow which resulted in changes to how users accessed help on the epocrates app, impacting over 1 million users.

Graduate Teaching Assistant

Aug 2021- Dec 2021

-TA for CS 6755 Human-Computer Interaction Foundations - the introductory HCI course for HCI graduate students.

-Help guide and support graduate students through the entire user-centered design process through industry-sponsored projects.

-Grade reports, answer questions, and provide feedback to students.

Psychology Researcher - UC Santa Barbara

Jan 2019- June 2020

-Coordinated Honors Thesis project investigating decision-making and recognition memory. Poster submitted to Cognitive Neuroscience Society.

-Designed surveys, computer experiments, and analyzed data using R.

-Recruited and scheduled over 100 participants.

PROJECTS

Emory Hospital - UX Researcher

Aug 2021- Present

-Currently conducting interviews with healthcare professionals and low socio-economic status Type 2 Diabetes patients to design an app to facilitate their self-management practices.

-Developed in-depth literature review of past scholarly articles related to health apps and technological interventions for Diabetes patients.

UserTesting - UX Researcher

Jan 2021- May 2021

-Gathered qualitative insights through unmoderated and moderated tests to understand needs of panelists on the UserTesting platform.

-Triangulated qualitative and quantitative research, competitive analyses, and participatory design sessions to create mockups.

-Presented findings and mockups to UserTesting design and product stakeholders.