

Jianqi Xing USER EXPERIENCE DESIGNER

I'm a User Experience professional with seven years of experience in product design and research. I've collaborated with teams both big and small and help organizations to deliver an enjoyable, scalable, and flexible user experience across different platforms without compromising business goals or budget.

**Authorized to work in the United States or Canada without sponsorship*

WORK EXPERIENCE

Product Designer, Amount, Chicago, IL

Jan 2020 - Present

Teaming up with product owners and developers to optimize modern banking experiences, leading the innovation of the user experience on both customer-facing and business-facing products.

- Onboarding two financial institutions and personalizing their unique white-label banking experiences;
- Enhancing the disputes management module of the 2B platform with the new functionality to handle multiple products/organizations;
- Organizing moderated and unmoderated usability tests to discover opportunities to strengthen user experience on Amount's 2C and 2B product lines;
- Supervising two junior designers and helping them to grow professionally and personally.

UX Designer, SafeSpeed LLC, Chicago, IL

May 2018 - Jan 2020

Revamped the design of SafeSpeed's internal systems, optimized the interface layout and workflow to alleviate user pain points, cut down the number of unintentional errors, and boosted efficiency and accuracy.

- Updated the training system by automating the process, empowering managers to individualize training plans for employees;
- Modernized the internal video review system, simplified the ticket review workflow to lower the error rate and raise efficiency.

Freelance UX Designer, Chicago, IL

May 2018 - Present

Empowering non-profits and small business organizations by restructuring their UX strategies, streamlining website designs to meet modern standards, and formalizing design libraries for future web development.

- Refining *Explore with MWNF* website to deliver better navigation, enhance brand awareness, and allow flexibility for future expansion;
- Devised a website for a local nail spa that includes an automating booking system. This simple and effective alternative would attract the younger generation to the spa's customer base.

UX Designer, Wolfram Research, Champaign, IL

Feb 2014 - Aug 2016

A key contributor to Wolfram|Alpha, a computational knowledge engine website that has more than 100,000 active subscribers worldwide.

- Investigated Chinese college students' app-using behaviors through personal interviews and a field study, which encouraged business model localization and provided a point of departure for the future extension to China, the world's largest higher education market.

ABOUT ME

- jianqi.xing@gmail.com
- xingjianqi.info (password: uxrocks)

DESIGN TOOLS

Figma
Sketch
Axure RP
Adobe XD
InVision

RESEARCH SKILLS

Usability Testing
User Interviews
Survey Design and Analysis
Contextual Inquiry
Heuristic Evaluation
User Journey Map

EDUCATION

University of Michigan, Ann Arbor, MI

Aug 2010 - Dec 2013

M.S. in Information (Human-Computer Interaction)

Illinois Institute of Technology, Chicago, IL

Aug 2008 - May 2012

B.S. in Computer Science with Minor in Psychology