ANGELE CHEN

[PRODUCT DESIGNER]

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EXPERIENCE

VERIZON | UX Designer (Industry Project)

Aug - Dec 2024

- Conducted a survey and user interviews on 12 truck drivers to identify critical pain points in their self-coaching experience
- Utilized affinity mapping for thematic analysis to inform designs
- Performed competitive analysis and heuristic evaluation to identify unique design opportunities and features
- Designed and tested mid and high fidelity mobile wireframes with 10 users through usability testing to evaluate usability and refine features
- Created high-fidelity prototypes based on user needs; presented findings and designs to Verizon design and UX research teams

COMCAST | UX Design Intern

May - Aug 2024

- Led redesign of filter pattern in design system; enhanced efficiency and consistency across all 3 ad-tech platforms
- Conducted 4 user interviews to identify client workflows and pain points; leveraged Pendo to analyze data from 1,000+ users to identify usage patterns and usability issues
- Prototyped 2 high-fidelity user tests using variables in Figma to gather feedback on solutions. Executed 5 user tests
- Collaborated with engineers, PM's, and designers to refine solutions
- Received outstanding feedback in all 4 design critique and designs were productionized
- Presented research findings and design proposals to head of product

THRYFTSHIP | Product Designer

Mar - Jun 2024

- Collaborated with founders and designers to streamline user experience for desktop and mobile web apps. Reduced average shipping time by 75%
- Identified pain points using FullStory to restructure user flows
- Applied W3C accessibility guidelines to enhance accessibility

COMCAST | Product Design Intern

May - Aug 2023

- Led redesign of key components (toggle button and field) in the design system; enhanced usability and accessibility across all 3 ad-tech platforms
- Conducted comprehensive research on over 15 design systems to integrate best practices into design decisions
- Received exceptional feedback in design critiques and collaborated with engineers to implement consumer facing designs

EDUCATION

GEORGIA TECH

M.S. Human Computer Interaction

Aug 2024 - Present

B.S. Industrial Design

Aug 2024 - Present

- Zell Miller Scholarship
- Graduated Highest Honors
- Alpha Xi Delta: Banner, Merch, & Video Chair
- Orange Sparkle Ball Make 10 Award: 2nd Place

SKILLS

DESIGN

Figma, Adobe CC, Graphic Design, Branding, Illustration, Animation, Design Systems, Wireframing, UI Design, Interaction Design, Figma Prototyping, CAD, Solidworks, Fusion 360, Keyshot, Physical Prototyping

RESEARCH

User Testing, Usability Testing, User Interviews, Surveys, Contextual Inquiry Personas, Affinity Mapping, User Journey, Storyboarding, Heuristic Analysis, Competitive Analysis, Task Analysis, Pendo, Fullstory

LANGUAGES

Java, C++