Nate Chang
UX designer and researcher

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About

I approach user-centered problems with experience informed by the humanities just as much as working with my hands.

I thrive on the challenge of designing around complexity and constraints to find solutions that bridge the gap between business and customer value.

Skills

Agile user research
Information architecture
Wireframing
Rapid prototyping
Interaction design
Concept validation
UX strategy
Product strategy
Design sprints
Customer journey mapping
Competitive analysis
Usability testing

Tools

Sketch
Illustrator
Proto.io
inVision
Photoshop
InDesign
Axure RP
HTML5
CSS3

Dabbling

Service design
Vintage stereo repair
Bicycle maintenance
The perfect poached egg

Work

SOLSTICE

UX Researcher   mar 2017 - present
Consultant performing user research for Fortune 500 clients within agile workflow
· Discovery research and concept validation to inform product strategy and design delivery on teams with UX designers, product analysts and developers for mobile apps
· Iterative research on long-term project, building user insight driven UX framework including user archetypes, UX principles, database of research findings

DESIGNATION   jul 2016 - mar 2017

Designer in Residence - UX/UI Virtual
Facilitated virtual portion of DESIGNATION design bootcamp
· Taught foundations of UX and visual design
· Coordinated weekly grading, feedback and tracking student progress
· Worked with Curriculum Director and UI instructor to assess and iterate curriculum

UX Designer   mar 2016- jul 2016
Learned and applied UX and UI principles using design thinking, Google Ventures design sprint and agile methodologies devoting 70+ hours/week during a 16-week bootcamp
· Designer for two external client projects and one internal project
· Conducted user research, persona development, competitive analysis, wireframing, prototyping and usability testing for two startup clients

NEVER BEEN BETTER CO

Leatherworker and Designer   oct 2014 - present
Designer, maker and founder of company producing handsewn leather accessories
· Manage operations and marketing including branding, online and in-person sales, customer service, shipping, market research and social media

INSTITUTE FOR HUMANE STUDIES

Advanced from intern to program coordinator and consultant throughout organization within academic programs and IT departments

Data Quality Consultant, IT   jun 2013 - sep 2014
Coordinated with third-party data quality contractors to refine workflow and improve accuracy of year-round database audits

Program Coordinator, Kosmos Online   feb 2012 - may 2013
Managed web project with graduate student audience
· Editor, writer and producer for blog posts, articles and podcast series
· Oversaw site redesign and move to new CMS, grew web traffic 20%
· Grew online education webinar series from 4 pilot events to 50 events per year

Video Production and Helpdesk   sep 2010 - feb 2012
Managed IT cases for team of 6 full-time staff serving 80 employees, producing support videos and public facing presentation media

Education

COLUMBIA UNIVERSITY in the CITY OF NEW YORK

Bachelor of Arts, Columbia College
Majors: English & Comparative Literature, History