

Nate Chang

UX Researcher & Service Designer

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About

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

I thrive on the challenge of making complexity understandable, translating human insights into actionable recommendations to enable the design and delivery of experiences that bridge the gap between customer and business value.

Skills

Qualitative discovery research
Experience mapping
UX strategy
Rapid prototyping
Design sprints
Agile user research
Product management strategy
Information architecture
Usability testing
Competitive analysis

Dabbling

Vintage stereo repair
Bicycle maintenance
Fermentation

Work

KIN+CARTA / SOLSTICE

Senior UX Research Consultant

mar 2017 - present

Consultant performing human centered research, product strategy, and service design for Fortune 500 clients in Agile workflows.

- Discovery research and concept validation to inform product strategy and design delivery on multidisciplinary teams with strategists, product managers, engineers, and UX designers for enterprise and consumer facing apps.
- Lead and individual contributor for research and UX design leveraging hypothesis-driven experimentation for new product launches and investment go/no-go decisions.
- Iterative research on long-term projects, building user insight driven UX framework including user archetypes, UX principles, database of research findings for continuous product improvement and institutional knowledge of who the user is.
- Internal work as PO of Agile Runway delivery methodology, SME on Rapid Design Sprints, and established an ongoing series open to all company employees on design methods and topics.

DESIGNATION

Designer in Residence - UX/UI Virtual

jul 2016 - mar 2017

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

Education

COLUMBIA UNIVERSITY in the CITY OF NEW YORK

Bachelor of Arts, Columbia College

Majors: English & Comparative Literature, History