JORDAN CHEN

User Experience Designer

Experience

Senior UX Designer – USA Staffing, OPM

Excella, Oct 2023 - Present

- Established foundational design research resources and infrastructure including a participant recruitment pool, research repository, and documentation on design research processes.
- Produced end-to-end UX designs for a modernized, streamlined applicant experience for federal job seekers
- Provided user-centric design expertise to properly address issues of usability and accessibility throughout the USA Staffing system

Staff UX Designer – Platform & Analytics

Blackbaud, May 2021 - Mar 2023

- Led design explorations for first time use experiences across the Blackbaud platform.
- Designed and conducted internal research efforts to relieve friction on product teams in the creation and handover of design artifacts.
- Identified UX design needs for the SKY UX design system.
- Developed and conceptualized UI/UX design strategies for the brand through documentation of design patterns and guidelines.
- Produced high-quality UX designs using wireframes, flow diagrams, graphic and visual design, journey maps, and high-fidelity prototypes

UX Graduate Research Assistant

RERC TechSAge @ Georgia Tech, Aug 2019 - May 2020

- Extensively worked with a team of researchers at the Rehabilitation Engineering Research Center at Georgia Tech under the supervision of Dr. Tracy Mitzner to translate an evidence-based Tai Chi group exercise course to tele-technology for use by older adults with long-term mobility disabilities.
- Designed, planned, conducted, synthesized, and communicated user research projects to inform service design.

User Experience Intern

UPS, June 2019 - Dec 2019

- Spearheaded user research and UX prototyping activities across multiple projects spanning data visualizations, VR environments, and educational games.
- Created wireframes and interactive prototypes for mobile, tablet, and web experiences across multiple domains.

Portfolio

www.jordanchen.net

Contact

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Education

M.S. in Human-Computer Interaction

Class of 2020

Georgia Institute of Technology

B.S. in Informatics

B.A. in East Asian Languages and Cultures

Class of 2015

Indiana University – Bloomington

Skills

User Experience Design

Interaction Design

Usability Testing

User Interviewing

Survey Design

Persona Crafting

Agile Development

Tools

Adobe Creative Suite

Affinity Creative Suite

Invision

Sketch

Axure

Figma

Miro

Azure DevOps

HTML + CSS

Python

VS Code