EUGENE CHANG

UX Designer | Manager

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SUMMARY

A highly skilled and results-driven professional with a strong background in UX design, management, and research. Skilled in leading design teams to deliver impactful and user-focused solutions. Demonstrated expertise in designing and enhancing digital platforms for K-12 education, emphasizing simplicity, accessibility, and empathy. Proficient in creating and maintaining design systems and utilizing design tools. Proven ability to collaborate effectively with technical product managers, developers, and accessibility experts. Adept at managing multiple projects and teams, ensuring the successful delivery of products in line with organizational goals.

- Design Thinking
- Wireframing
- Prototyping
- Card Sorts
- Participatory Design
- Leading Design Sessions
- Personas
- User Journey Maps

DESIGN PRINCIPLES

- Focus on real peoples' problems
- Listen to real peoples' feedback
- Go very broad, then focus
- Iterate, iterate, iterate

SOFTWARE SKILLS

- Figma, Sketch, Axure
- Photoshop, Illustrator
- Confluence, Jira, Trello
- HTML, CSS, Bootstrap

EDUCATION

M.S. in Human Computer Interaction Design
Indiana University – Bloomington, IN

B.A. in Computer Science
University of Michigan – Ann Arbor, MI

EXPERIENCE

McGraw Hill   New York City, NY (Remote)
Lead UX Designer/Manager   2021-2023

- Led team that redesigned my.mheducation.com, the K-12 student and teacher learning platform.
- Created new design system based on Bootstrap 5 and maintained documentation and related Figma libraries.
- Managed team of six designers across number of products, including an adaptive learning tool, an insights and recommendations tool, and our internal authoring tools.
- Built a culture of simplicity, accessibility, and extensibility.
- Collaborated closely with technical product managers, developers, and accessibility experts.

McGraw Hill   New York City, NY (Remote)
Senior UX Designer   2014-2021

- Acted as designer on the main K-12 platform created to replace variety of legacy products.
- Created solutions from scratch, led research to iterate, and worked with product managers and developers to take the designs through implementation.
- Developed and updated dozens of tools and features to be used on this and sister platforms.
- Developed a new writing tool to help students create drafts and give and receive inline feedback.
- Built MH Plus, a service that aggregated data and provided teachers insights on how their students were doing and provided recommendations on how to improve student outcomes.

ADDITIONAL EXPERIENCE

Microsoft   Redmond, WA
UX Design Researcher   2009-2014

Led user research on the Windows Mail and Calendar Apps, Windows 8 Music and Video Apps, Internet Explorer 9, and Windows Media Player. Assisted with half dozen other products. Collaborated with product management and design to create useful, usable,

desirable, and principled user experiences. Ran dozens of usability studies and focus groups with hundreds of users. Led brainstorming, storyboarding, and affinity diagramming activities during early product ideation stages.

Cayman Chemical   Ann Arbor, MI
Web Developer   2006-2007

Served key role on small team that created and maintained multiple company websites, including http://www.caymanchem.com.