

ANGELA YUNG

Product Designer

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EXPERIENCE

Senior Product Designer *MSCI Inc*

March 2020 - Present

Lead designer for Index ISAAS products

- Led designs of all products within the Index business pillar
- Updated and maintained designs of the Index Builder application based on customer feedback yielding an increase in application usage by 200%
- Implemented advanced mode feature for Index Builder resulting in a 50% increase in application usage by active clients
- Created and launched our first UX research study at the company and documented a research process for MSCI's design team
- Mentored designers on design and research processes by providing weekly reviews and coaching on how to leverage research insights for customer focused design
- Partnered with PM, Engineering, and Client Coverage teams to establish cross functional processes and ensure design involvement in roadmapping and quarterly goal setting

Product Designer *Microsoft (Via Insight Global)*

March 2020 - Present

Modern Workplace Transformation Team

- Led the design of the Mortgage Manager app, a collaboration tool that allows loan officers to keep track of accounts, set up business to customer virtual consultations, and remain in sync with their team
- Ideated and prototyped novel features that fit within the framework of our customer's needs
- Leveraged customer needs to design hi-fidelity mock ups while ensuring cohesion among the desktop and mobile versions
- Collaborated on a multidisciplinary team of designers, PMs and developers to define product requirements and advocate for user focused design
- Presented user scenarios and user flows to developers as a means of generating empathy for the customer

Graduate Capstone *Sponsored by NASA JPL*

April 2019 - August 2019

Designing for the Mars 2020 Rover Operations

- Designed a web-based tool to help scientists visualize optical opacity on Mars and its impact on rover mission planning
- Created high-fidelity wireframes and carried out usability testing to guide iterative design
- Produced a video prototype to illustrate our concept to stakeholders
- Led synthesis of our user research results to identify key insights that drove concept development

EDUCATION

Master of Human-Computer Interaction + Design

University of Washington | 2019

Master of Science Speech and Hearing Science

University of Arizona | 2017

Bachelor of Science Cognitive Science

University of Delaware | 2014

TOOLS

Figma
Sketch
InVision
Photoshop
InDesign
Illustrator
Premiere Pro
After Effects

SKILLS

High-fidelity mockups
Interface design
Interaction design
User flows
Concept development
Prototyping
Wireframing
Design specifications
Personas
Journey mapping
Video storytelling
Storyboarding
User research
Usability testing