

# jenny ng

User experience researcher and accessibility specialist  
with experience in inclusive evaluation and strategies.

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## SKILLS:

Mixed-methods research, qualitative research, quantitative research, a/b testing, interviews, ethnographic field studies, contextual inquiries, diary studies, survey design, card sorting, tree jack testing, usability testing, benchmarking, competitive analysis, data visualization, trauma-informed care, educational background and former community college assistant professor, DEI and inclusivity advocate, adaptive technology specialist

## TOOLS:

Pendo, FullStory, UserTesting, Optimal Workshop, UsabilityHub, SurveyMonkey, Jira, Airtable, Tableau, Figma, Sketch, Microsoft Suite, Google Suite

## RELEVANT EXPERIENCE:

### UX Researcher | OC Tanner | September 2021 - Present

- Design, execute, and synthesize generative and strategic multi-method research processes
- Quantify and triangulate data to generate recommendations and relevant insights to influence and drive design
- Advocate for user-driven strategy through visual storytelling and impactful presentation
- Cross-functional team collaboration to advocate for user-driven strategy to best meet product and business goals
- Mentor and educate peers and other teams and stakeholders in research methodology
- Design and run bi-weekly workshops to drive innovation and cross-functional alignment
- Develop research repository and functional research processes

### UX Researcher | Chatbooks | February 2021 - September 2021

- Designed, conducted, and synthesized discovery and strategic multi-method research processes
- Quantified data to provide relevant insight for multiple products that were either existing or in-development
- Conducted bi-weekly executive team meetings to report user stories and insights to advocate for user-driven strategy

### UX Designer / UX Researcher | TotSquad (part-time contract) | November 2020 - December 2020

- Determined UX priorities through internal and external interviews, research, and analyses
- Designed, conducted, and synthesized discovery and strategic multi-method research processes
- Completed partial heuristic evaluation of accessibility
- Developed two interactive prototypes from conceptual sketches to design iteration
- Compiled all information into developer ready deliverables to
- Updated design systems in appropriate platforms for future UX use

### Occupational Therapist (orthopedics and stroke rehab) | Spring Valley Hospital and Encompass Health | December 2017- February 2020

- Completed motivational interviewing and task analyses to identify strengths, barriers, and opportunities
- Analyzed and iterated on adaptive strategies for optimal patient outcome acquisition
- Maintained systematic documentation to accurately reflect patient progress
- Developed and taught patient-centered educational program resulting in reduction of secondary hospitalization
- Received award for excellence in patient care as reported by patients

### Occupational Therapist | University of Utah | December 2017- February 2020

- Research assistant in two cross-departmental mixed-methods studies involved in recruitment, execution, participant interviewing, coding, and research synthesis.
- Adaptive technology specialist (including use of low-tech and high-tech strategies like screen readers, etc.)
- Designed and executed social and peer groups programming

## EDUCATION:

University of Utah | Master of Occupational Therapy | 2015

University of Utah | Bachelor of Science Human Development and Consumer Science | 2012