

# ISABEL NGAN

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## EDUCATION

AUGUST 2021

CARNEGIE MELLON UNIVERSITY,  
SCHOOL OF COMPUTER SCIENCE

*Master of Human-Computer Interaction*

NOVEMBER 2019

UNIVERSITY OF CALIFORNIA,  
LOS ANGELES

*Full Stack Web Development Certificate*

JUNE 2017

NORTHWESTERN UNIVERSITY

*Bachelors of Arts, Art Theory and Practice*

*Magna Cum Laude, Department Honors*

*Segal Design Certificate*

## SKILLS

### TOOLS

Figma	HTML, CSS
Sketch	Javascript
FramerX	React
InVision	

### DESIGN & RESEARCH

Accessibility Design	Rapid Prototyping
Interaction Design	Journey Mapping
Service Design	Service Blueprints

## ACTIVITIES

2019 - 2020

RICHSTONE FAMILY CENTER

Assist in fundraising events with logistics, photography, and vendor management

2019

BOYS AND GIRLS CLUB

Prepared and taught an after school art program to kids and teens (ages 6 - 17)

## EXPERIENCE

ASSOCIATE SERVICE DESIGNER

FJORD, PART OF ACCENTURE INTERACTIVE

SEPT 2021 - PRESENT

// Plan, execute, and synthesize design research; coordinate multiple, simultaneous research working internationally.

// Assist and lead co-creation workshops for up to forty people; assist and lead co-creation workshops and collaborative exercises with clients

// Develop, build, and iterate on digital prototypes; conduct heuristic analysis; create multi-channel wireframes; design user-flows

LEAD DESIGNER

NASA, CARNEGIE MELLON UNIVERSITY

JANUARY 2021 - AUGUST 2021

// Analyzed the Playbook system and related technologies to design a communication tool to support situational awareness in deep-space missions.

// Developed a testing protocol that NASA Ames Research Team will utilize.

// Presented recommendations and feature development roadmap to NASA's Playbook team and additional NASA designers and researchers.

SERVICE DESIGNER

HOME DEPOT, CARNEGIE MELLON UNIVERSITY

OCTOBER 2020 - DECEMBER 2020

// Identified methods and executed qualitative and quantitative research

// Identified opportunities to improve customer experiences of existing services in collaboration with company business partners

// Developed Service Blueprints, Concept Designs, Value Proposition Proposals, and Prototypes to evolve the current product-service system.

// Presented recommendation to 6 business partners within the User Experience and Experience Innovation teams.

UX DESIGNER AND DEVELOPER

FREELANCE

NOVEMBER 2019 - AUGUST 2020

*Clients: Screen Engine/api, Playoff Dating App, Hello Stranger*

## PROJECTS

THE BUILT ENVIRONMENT AND DISABILITY

LEAD RESEARCHER // 2021

*Proposing how we can begin to alter social perceptions of disabled bodies by understanding how the built environment shapes disability.*

DESIGNING FOR INTERGENERATIONAL CHANGE

LEAD RESEARCHER // 2021

*Creating an ecology of intervention that diminishes the isolation of the elderly.*

TIME [IN] MATERIAL

DESIGNER AND DEVELOPER // 2020

*Materializing spatial interactions to create a sense of connection.*