Jenny Ngo

UX Designer & Researcher

www.dzeningo.com

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Philadelphia, Pa

Skills

design

Wireframing	Prototyping
Illustration	Visual Design
User Flows	Animation
Task Flows	Responsive Design

research

User Research	Personas
Storyboarding	Usability Testing
Data Analysis	A/B Testing
UX Mapping	Information Architecture

toolkit

Miro	Figma
Notion	OptimalSort
Maze	Basic HTML/CSS
Flixier	Adobe Illustrator
Asana	Procreate

Education

Design Lab
Certificate in UX/UI Design
August 2023

La Salle University
Masters in Speech Language Pathology
May 2018

Temple University
Bachelors in Speech, Language & Hearing Science
May 2016

About me

Hello! I'm a UX Designer and Researcher focusing on providing solutions for consumers that harmoniously align with the voice & values of companies and local businesses. Being a former speech therapist provided me with strong roots in making design decisions backed by research. Outside of work, I love illustrating & being a gym rat :)

Experience

UX Designer
Freelance | February 2023 - Present

- Partnered with a local business to redesign a responsive website which led to an increase in usability, visual appeal, and public trust by 70%
- Streamlined the application process to mitigate frustrations for the company owner by significantly reducing incomplete applications by 80%
- Collaborated with company stakeholder in routine milestone meetings to ensure alignment between progress and company objectives
- Presented in-depth research findings, innovative design proposals, and actively incorporated owner's feedback into final contractual deliverables

UX Designer
Student | August 2022 - August 2023

- Completed 680 professional training hours covering the full range of UX/UI design and UX research areas
- Discussed design decisions on a weekly basis by participating in group critique and mentor sessions

Speech Language Pathologist
Cora Services, Soliant | September 2018 - December 2023

- Designed client centered sessions for those with communication disorders aiming to reduce the academic, social, and vocational impact of their diagnosis
- Created tailored solutions for clients with a cross-functional team to optimize service delivery and enhance overall effectiveness in clients achieving their goals
- Completed detailed evaluation & progress reports for a caseload of 78 clients to guide solutions and experiences within sessions
- Developed Individualized Educational Plans for clients within a deadline driven environment to increase their academic success