

JENNY(Tung-Ying) HUANG

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<https://tungyinghuang.com/>

EXPERIENCE

CX Survey Developer

Aug 2021-present

Esri inc.

- Program complex survey workflow with advanced feature by multiple platforms, including S123 and, Python and ArcGIS API.
- Design high-quality surveys that meet the needs of stakeholders and ensure that the user interface is user-friendly and standardized.
- Lead the collaboration with S123 team for recurring enhancement requests.
- Help to evolve Esri VoC program by implementing technologies and developing survey practices that enable new survey approaches.

Survey Consultant

March 2020-May 2021

New York University Data Service

- Led 100+ consultations on general survey design/administration.
- Led monthly survey design and Qualtrics tutorials.
- Prepared training document and explored potential data software.
- Provided survey advice and qualitative data analysis support with stakeholders, including faculty, staff, and students.

Research Assistant

Sep 2018-June 2019

NTU AI-ROBO Center

- Managed external and internal lab webpage.
- Conducted interdisciplinary and cross-cultural collaboration with multiple researchers including graduate students, faculty and visiting scholars.
- Designed, developed and implemented multiple lines of research on user studies with mixed method.
- Recruited more than 50 elder participants and designed screening system to get qualified participants.
- Assisted professor of AI & psychology seminar.
- Attended three symposiums and conferences.

UX Design Intern

July 2018-Sep 2018

Chicony Electronics Co.

- Led UI design, case study and market survey.
- Performed and analyzed user investigation including interview target audience, field observation and literature review.
- Developed a completed UX proposal from research, design, prototype to usability test.

Quantitative researcher

June 2018-July 2019

Freelance

- Worked with Taiwan Ministry of Science and technology.
- Conducted quantitative data analysis for the evaluation of language learning.
- Interpreted data to actionable insights and explained the results.

EDUCATION

MS, Integrated Digital Media

New York University

Sep 2019-May 2021

BS, Psychology

National Taiwan University

Sep 2014-June 2018

ACHIEVEMENTS

Lab Representative Speaker, 2019

Center for Nation-Wide Cooperative Research on ICT RIEC Annual Meeting on Cooperative Research Projects.

Conference publication, 2019

Wu, Y. J., Tsai, C. T., Huang, T. Y., Liu, Y. Z. (2019) The use of data driven-learning in legal vocabulary learning of international law. EuroCALL 2019: CALL and complexity. 2019. Publication

SKILLS

CX/UX knowledge

- Surveying, Prototype, Persona, User journey map, Storyboard, Graphic design Ideation process, User flow chart, Card sorting, Survey authoring Usability test, Research methods, Interview, Qualitative analysis, Quantitative analysis, Competitive analysis, Usability test

Tools

- Survey123, ArcGIS, SPSS, R, SAS, Tableau, D3.js
- Adobe suite, Microsoft Apps, Figma, InVision, Lucidchart, proto.io, Miro, Productboards
- HTML5, CSS, JavaScript, P5.js, Node.js, React.js, Git, Unity