

JOHNNY HUANG

Experience Designer

📧 johnnyhuang.design

📞 217-778-7261

✉️ jusnnyjh@gmail.com

EXPERIENCE

Google

Interaction Designer

Nov 2018 – Present

Collaborating with engineers and business, I launched projects across Google Ads CRM, Gmail, and Android OS Accessibility by conducting user research, design sprint workshops, interactive prototypes:

- By conducting user studies and design sprints, I launched multiple new and updated features directly impacting \$1.2b Google Ads revenue pipeline. Resulting in adaptation rate increase to 76% from a baseline of 11%.
- Designed and launched a brand new Gmail assistant with 82% CSAT across 20k+ users, handling 550k automated emails per quarter.
- Concepted and designed an accessibility feature, awarded at Google Accessibility Summit. Currently in development for native Android OS.
- Hosted design sprints and design workshops to drive product roadmap.

Product Area

Accessibility, CRM Enterprise, Internationalization, Mobile, Web

Solstice

UX Consultant

Jun 2016 – Nov 2018

Working with our product delivery team, I designed and launched products in: IoT connected home, smart-search engine, financial application, and conversation UX by implementing user-centered design process to balance business objectives and our user's experience.

- Led and created a conversation UX on mobile platform for a major financial company by facilitating design sprints.
- Created a solution to integrate Amazon Alexa to BMW cars through voice interface.
- Comprehensive end-to-end redesign of B2B e-commerce platform for Gordon Food Services.
- Led the design on IoT smart smoke alarm, increased usability through persona creation and redesigning mobile interaction models.

Clients

Discover Financials, BMW, Gordon Food Services, Corcoran, Jarden

Designation Labs

UX / UI Designer

Apr 2015 – Jan 2016

Worked and studied as a full stack designer in a collaborative agile environment where I conducted user research, ux design, and front-end development. Solutions to clients for both web and mobile platforms increased user conversation rate and usability for the users.

Clients

MedMatch, Guardllama

EDUCATION

University of Illinois Urbana-Champaign

Dec 2014

Bachelor of Liberal Arts, Global Studies

Thematic Area: Technology, Society and Information Systems

Waseda University

Tokyo, Aug 2014

Certificate of International Liberal Studies

School of International Liberal Studies

SKILLS

Wireframing

Prototyping

User Interview

Remote collaboration

Usability Testing

User Persona

Task Flow

Design System

Interaction Design

Design Sprint

Wireframe

FOCUS

Mobile

Desktop

eCommerce

FinTech

Enterprise

Internationalization

Accessibility

IoT Home Automation

TOOLS

Adobe Creative Suite

Axure RP

Figma

Proto.io

InVision

HTML 5 & CSS3

Sketch

LANGUAGES

English (Native)

Mandarin (Native)

Japanese (Limited)