Kyle Chang
User-Experience Designer

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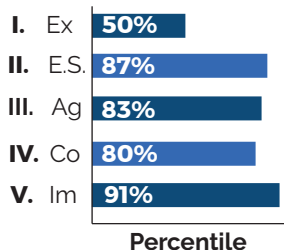586-569-6055
kylechang.net

Education

MS **University of Michigan**
Ann Arbor, MI | **9/17 - 4/19**
Human-Computer Interaction
GPA: **3.8**

- **Kyushu University**
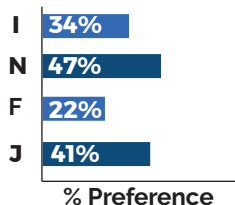Fukuoka, JP | **9/10 - 7/11**
Study Abroad Program

BA **University of Michigan**
Ann Arbor, MI | **9/07 - 12/11**
Asian Languages and Cultures
Anthropology
GPA: **3.6**

Personality

Big 5 (openpsychometrics)

		Percentile
I.	Ex	50%
II.	E.S.	87%
III.	Ag	83%
IV.	Co	80%
V.	Im	91%

Myers-Briggs (humanpsychometrics)

	% Preference
I	34%
N	47%
F	22%
J	41%

Strengths

- Creating good vibes
- Navigating ambiguity
- Scoping problems
- Planning and research
- Specific pop culture references

Work Experience

Topgolf International Inc. (Dallas, TX)   9/19 - 3/20
UX Technical Analyst for **6 months**
· Served as the technical liaison between business stakeholders and developers by writing requirements and designing interactions and workflows for venue technology.

· **Skills Developed:** Database architecture, writing detailed user stories/acceptance criteria, workflow design, managing project scope
· **Software Tools:** Sketch, InVision Studio, Lucidchart, Atlassian Confluence/Jira

Daysmart Software Inc. (Ann Arbor, MI)   4/18 - 8/18
UX Design Intern for **4 months**
· Designed production screens, workflows, and interactions for 3 major 'appointment booking' processes for a SaaS web app in an Agile environment.

· **Skills Developed:** UI prototyping, cross-team communication, visual design, interaction design
· **Software Tools:** Sketch, InVision Studio, Adobe XD, Atlassian Confluence/Jira

Ally Financial Inc. (Lewisville, TX)   8/14 - 12/17
Business Analyst for **2 years, 6 months**
· Redesigned and automated 6 vehicle remarketing processes performed in a command prompt-based software to fit a modern web app in an Agile environment.

· **Skills Developed:** SaaS workflow configuration, process analysis, meeting faciliation, database reporting, research interviews
· **Software Tools:** Microsoft Visio, Blueprint Cloud, VersionOne, IBM Cognos, HP Quality Center

Arbitration Decision Associate for **10 months**
· Processed SmartAuction arbitration cases by maintaining timely follow-up, consistent contact, and prompt case resolution to ensure dealer satisfaction.

· **Skills Developed:** Managing expectations, calm communication, patience, navigating difficult situations

Toyota Tsusho America, Inc. (F. Hills, MI)   2/13 - 4/14
Sales Representative for **1 year, 2 months**
· Won $700K/yr in new business while managing 30 customer accounts, managed $1M in warehouse inventory, handled import and export arrangements.

· **Skills Developed:** Sales/persuasion, inventory management, customer service, translation, interpretation

Bonus Skills

Coding

SQL - can create, populate, update, and query a database with 10+ tables
Django - can deploy a web-based GUI for a database with complex ORM queries
Python - can harness classes, call APIs, and integrate packages to do dirty work
HTML - can hand-code a responsive website that doesn't look like a geocities page

Languages

Japanese - makes native-speakers ask where I'm from, can explain my life story