



THOMAS YUNG

CONTACT

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SUMMARY

I am a designer, researcher, author, and creator with over 6 years experience in the healthcare sector. I help bring ideas to life using research methods, evidence-based processes, an experimentation mindset, and a creator/maker skillset. I practice **user experience design** to discover new **insights**, inform and validate future designs, and to ensure that people are at the center of the entire process. I have a background in **user research**, prototyping, web development, and **usability** testing.

SKILLS

User research, User centered design, Usability testing, Information architecture, Interaction design, Design thinking, Project management, Rapid prototyping, Wireframes, HTML/CSS/JavaScript, Sketch, Figma, Photoshop, Workshop facilitation and planning, Affinity mapping, Tree testing, Card sorting, MURAL/Miro, Survey methodology, Qualtrics, Data analysis, User Personas, Qualitative Research, Quantitative Research, Human Computer Interaction

EXPERIENCE

Mayo Clinic | User Interface Designer/Researcher
August 2014 - Present | Rochester, MN

I plan and facilitate user research studies. I analyze both quantitative and qualitative data to come up with actionable insights to inform decisions. I create wireframes and prototypes to help bring ideas to life. Roles/teams include: Designer for Forms and Publications team. UX Researcher for Intranet Team. Lead organizer of a community group at Mayo that brings designers together from teams across the enterprise for various events, learning opportunities.

Rochester Institute of Technology Capstone Project | Student Designer/Researcher

October 2015 - August 2017 | Rochester, NY

Co-designed a mobile app “Gamifying UX” with another student. Conducted user interviews, and surveys. Synthesized and generated insights for personas and design briefs. Facilitated ideation workshops, storyboarding, paper prototyping, and dot voting. Created mid and high-fidelity prototypes.

Rochester Community and Technical College | Designer/Developer

June 2010 - August 2014 | Rochester, MN

Managed and implemented strategic web projects at the college. Led usability studies for supporting decisions in student mobile app initiative. Created Student Life and UCR Learning Center apps. Created Responsive Rubrics app for instructors to evaluate students. Served and participated on job search committees for hiring new designers.

IBM | User Interface Designer/Developer

January 2002 - November 2009 | Rochester, MN

Created user interfaces for IBM Server and Smart Business products, and tools supporting agile and iterative development.

EDUCATION

Rochester Institute of Technology, Masters, Human Computer Interaction, 2017

ACCOMPLISHMENTS & ACTIVITIES

97 Things Every UX Practitioner Should Know:

Co-Author, O'Reilly Media (2021)

Mayo Clinic Toastmasters: VP Marketing (2020 - present)

Mayo Clinic Intranet Conference: Speaker (2020)

Technovation: Mentor/Co-Organizer (2016 - present)

UX Design Matters: Co-founder (2016 - 2018)

TechStars Startup Weekend 1st Place (2017)

Placemakers Festival Finalist - Info Alley:

Prototyper (2016)

IDEO Insights For Innovation Certification (2016)

Interaction Design Foundation Member (2015 - present)

UXPA MN Member (2015 - present)