



# THOMAS YUNG

## CONTACT

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## SUMMARY

I am passionate about human centered design and digital technology. I enjoy practicing 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.

## SKILLS

Design research methods, User centered design process, Project management, Rapid prototyping, HTML/CSS/JavaScript, Sketching, Sketch, Illustrator, Photoshop, Behavioral design, Usability testing

## EXPERIENCE

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

Led usability testing efforts for Forms and Publications team at Media Support Services. Completed Media On Demand project: conducted user research interviews, affinity mapping, synthesis, insights, brainstorming, and design critiques. Co-organizer of UX Educational Series - an internal Mayo cross-organizational UX group.

**Rochester Institute of Technology Capstone Project | Designer/Researcher**

October 2015 - August 2017 | Rochester, NY

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

**Rochester Community and Technical College | Designer/Developer**

June 2010 - August 2014 | Rochester, MN

Led several projects: Idea Hive - interactive idea submission site for staff/faculty; Usability studies for supporting decisions in mobile campus initiative; "The Crossings" newsletter from paper format to WordPress blog; Student Life and UCR Learning Center apps; Responsive Rubrics app for instructors to evaluate students based on rubrics; Usability testing of mobile apps. Served on a job search committee.

**IBM | User Interface Designer/Developer (contractor)**

January 2002 - November 2009 | Rochester, MN

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

**Vacava | User Interface Designer/Developer**

March 2000 - November 2001 | Rochester, MN

Created a web application framework that enabled IBM resellers to generate and keep track of sales.

**Cap Gemini | Senior Consultant**

June 1998 - March 2000 | Denver, CO

Traveled to clients within the telecom and Internet industries. Articulated/created solutions to design problems related to billing systems integration.

## EDUCATION

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

**University of Phoenix, Masters, Computer Information Systems, 2006**

**DeVry, Bachelors, Computer Information Systems, 1996**

## ACCOMPLISHMENTS & ACTIVITIES

**UX Design Matters:** Co-founder (2016 - present)

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

**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)

**Rochester International Association Board Member** (2004 - 2014)