

Alison Cheng

Work Experience

Oracle | Senior UX Designer

June 2020 - Current, Santa Clara, CA

Crafting Cloud Database journey, from provisioning, backups to patching and upgrading. Also worked on refining and creating new components that meet cloud users' needs.

Nutanix | UX Designer

June 2018 - June 2020, San Jose, CA

Worked on Lifecycle Manager (LCM), a service that allows IT admins to update servers in data center. I conducted user research and re-designed update workflow, task display, and created prototypes for new features including LCM history and inventory for LCM 2.2. Support call reduced 20% after its release. The product team received several customer emails complimenting the re-design.

Worked on Object Storage and delivered design for the following features: analytics, lifecycle policy management (tiering, expiration and replication), multi-cluster deployment and resources scale-out.

Lexmark | UX Design Intern

Jan 2018 - May 2018, Lexington, KY

Collaborated with product manager to deliver wireframe and prototypes on dashboard design that reports print quota and paper usage for role based enterprise account.

Chegg | UX Design Intern

May 2017 - Aug 2017, Santa Clara, CA

Worked with UX researcher to define college students' needs and designed a concept product Study Guide, which is a combination of note taking tool and flashcard to help students with test prep.

Roboterra | Researcher & Instruction Designer

Jan 2015 - May 2016, Santa Clara, CA

Partnered with engineers to create game based learning experience in online coding learning platform CastleRock. Designed survey to gather feedback on curriculum quality, and created report to share findings and insights with team.

About Me

Portfolio: alisoncheng.space (password: Sunday)

Email: alison9085@hotmail.com

Phone: 669-265-9705

Education

Indiana University Bloomington

Aug 2016 - May 2018, Bloomington, IN

MS | Human Computer Interaction Design

Teachers College, Columbia University

Sep 2013 - Dec 2014, New York, NY

MA | International Educational Development

Guangdong University of Foreign Studies

Sep 2009 - June 2013, Guangzhou, China

BA | Education

Skills

Research

Interview · Contextual Inquiry · Affinity Diagram · Persona · Storyboard · User Journey Map · Participatory Design · Sketching · Concept Testing · Usability Testing

Design Software

Figma · Sketch · Illustrator · Photoshop · Experience Design (XD) · InVision · Principle · After Effects · Framer · Blender · Basic knowledge on HTML/CSS