

Ana Jusay

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Objective

UX researcher with a background in behavioral science and passion for understanding users. Proficient in wireframing, prototyping, and user-centered design principles. Skilled in both qualitative and quantitative research methods, data analysis, and presenting actionable insights. Adept in transforming complex problems into elegant designs that enhance user satisfaction and engagement

Education

Master of Science in Human – Computer Interaction | Magna Cum Laude

June 2024

DePaul University

Chicago, IL

Bachelor of Arts in Psychology

University of California – Berkeley

Berkeley, CA

Academic Projects

Mind Oasis

- Contributed to the end-to-end UX design process, from research and ideation to wireframing, prototyping, and user testing.
- Synthesize research finding into clear and actionable insights to guide product design.
- Analyze both qualitative and quantitative data to evaluate user behavior and uncover pain points.
- Present research insights and recommendations to peers and professor.

CollabHub

- Assisted in planning and conducting user research activities, including contextual inquiries, user interviews, and usability tests.
- Contributed to the development of personas, journey maps, and empathy maps to illustrated user needs and behaviors.
- Develop wireframes, interactive prototypes, and high-fidelity mockups using design tool like Figma.
- Ensure all designs align with branding guidelines and provide a consistent experience across platforms.

Work Experience

Administrative Coordinator

Catalight Foundation (FoC) | Burlingame, CA

July 2019 - Present

- Developed a comprehensive CSAT survey to gain insights into customer needs and drive continuous improvement of departmental services.
- Redesigned the department's internal website to enhance user experience and streamline navigation for improved accessibility.
- Upgraded departmental forms to optimize user-friendliness and improve overall efficiency.
- Provided mentorship and guidance to junior staff members while assisting in the onboarding and training of new employees.
- Prepared and distributed internal communications, reports, and documentation to support departmental operations and decision-making.