

CHRISTINE CHANG

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SUMMARY

I'm looking to apply my skills in the interactive, visual, and rhetorical aspects of user experiences on a cross-functional team.

SKILLS

Web / Mobile
HTML5, CSS3, Bootstrap, Swift, JavaScript, SQL

UX Design
Wireframes
Scenario mapping
Personas
Usability testing
Balsamiq

EDUCATION

University of California, Davis
B.S. Neurobiology, Physiology, and Behavior
2010 – 2014
Guest speaker in upper division courses:

- UX Documentation
- Professional Editing

MIND Institute brain imaging research assistant

EXPERIENCE

Technical Writer, [AppDynamics](#)

March 2016 – present

- Write + publish software manuals on an Agile Development cycle. Topics covered: performance monitoring for Oracle, MySQL, Microsoft SQL, MongoDB, DB2; APM REST APIs.

Technical Writer, [IBM](#)

July 2014 – March 2016

- Write + publish software manuals using DITA XML for IBM's relational database product, DB2 for z/OS. Topics covered: database security, schema migration/synchronization, query performance, buffer pool tuning, troubleshooting.
- Apply user-centered design principles in developing a broad range of content, including business scenarios, personas, roadmaps, and screencasts.
- Conduct usability interviews with end users to identify information gaps and hone technical accuracy, thus reducing customer calls to IBM Support and cutting support costs.

Technical Writer Co-op, [IBM](#)

June 2013 – December 2013

- Worked cross-functionally with writers, visual designers, and software architects to prototype and code an interactive diagram illustrating the DB2 security workflow, a major customer pain point. Helped drive effective storyboarding and iterative wireframing.

UX Designer, [UC Davis Information & Education Technology](#)

July 2012 – June 2013

- Led the design initiative for developing the university's first web-based IT service catalog from scratch.
- Conducted competitive analyses and collected usability data to drive empathic design.
- Created 20+ IT client scenarios and led student focus groups to define interaction design goals.
- Formulate and refine UI elements through iterative wireframing.