

TIFFANY H. YOUNG

UX Designer & Researcher

Personal Info

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Portfolio

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Education

SAN JOSE STATE UNIVERSITY

HUMAN FACTORS & ERGONOMICS, M.S.

Charles W. Davidson College of Engineering

August 2014 – Present

UNIVERSITY OF CALIFORNIA, IRVINE

PSYCHOLOGY & SOCIAL BEHAVIOR, B.A.

School of Social Ecology

Graduated: June 11th, 2011

Skills

- HTML & CSS
- SQL
- Research
- Remote Testing
- Ethnography
- Interaction Design
- Usability Testing
- Statistical Analysis
- Heuristic Evaluation
- Competitive Analysis

Software

- Adobe Creative Suite
- Microsoft Office Suite
- Morae Software
- Pixate
- SPSS

Experience

USER EXPERIENCE RESEARCH PROGRAM MANAGER

ADECCO AT GOOGLE – MOUNTAIN VIEW, CA

NOV 2015 – PRESENT

- ❖ Working on the Local Insights team managing and conducting UX research projects for Google products with a focus on internationalization and delivering a native experience for the next billion users.

USER EXPERIENCE RESEARCH & DESIGN INTERN

EBAY – SAN JOSE, CA

JUN 2015 – AUG 2015

- ❖ Designing user research, brainstorming, creating protocols, recruiting participants, moderating sessions, organizing workshops, debriefing observers, collaborating with relevant stakeholders, and translating insights into practical interaction design through storyboards, wireframes, and presentations

HUMAN FACTORS RESEARCH INTERN

PANASONIC R&D COMPANY OF AMERICA – CUPERTINO, CA

SEPT 2014 – MAY 2015

- ❖ Conducted extensive QA testing, usability studies, and user research for *On4Today* software in an Agile environment to identify ways to improve the user interface design

STAR PROGRAM SPECIALIST

CENTRAL HEALTH PLAN OF CALIFORNIA – DIAMOND BAR, CA

OCT 2011 - AUG 2014

- ❖ Coordinated company-wide efforts to improve the Medicare star quality ratings from 2.5 (at risk of losing the company's contract with Medicare) to 3.5 (which earned a significant bonus payment) out of 5 stars

User Experience & Testing

- Led projects to improve the online portal
- Conducted usability testing and created wireframes for the redesign

Data Analysis & Research

- Uncovered and corrected failures with data collection that affected quality star ratings
- Created surveys to identify gaps in service
- Analyzed participation in incentive programs using Microsoft Excel (pivots and statistics), Access (database queries), and Word (mail merge)

Marketing & Design

- Created and edited monthly multilingual health newsletters with Adobe Illustrator, InDesign, and Photoshop for 13,000+ Medicare members

Project Management

- Directed the star ratings improvement strategy
- Managed, trained, and interviewed new employees

Quality Improvement

- Identified barriers to success and cross-functional business needs by liaising with stakeholders
- Regularly presenting improvement efforts to relevant stakeholders