

XIAO-WEN MAK
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EDUCATION

The Creative Circus

Interactive Developer

Atlanta, GA

October 2011- September 2013

- *Description:* Worked closely with Art Directors, Copywriters and Designers to realize their concepts using the latest web technologies

Bentley University

Master of Science in Human Factors in Information Design

Waltham, MA

May 2010

- *Description:* Learned how strengths and weaknesses of the human psyche can be leveraged into a positive user experience

EXPERIENCE

Nebo Agency

UX Designer

Atlanta, GA

May 2013 – Present

- Created user-centered interfaces across a variety of mediums (web, mobile, dashboards, e-commerce)
- Leveraged quantitative and qualitative data to generate tactical and strategic insights to drive improvements to the user experience
- Led usability studies from the bottom up, from writing test plans through recruitment and moderating sessions
- Presented usability study results and recommendations on functionality and content - considerate of project scope and timeline to internal and external stakeholders
- Created wireframes with Sketch to foster collaboration with developers and visual designers
- Built high fidelity prototypes using HTML5, CSS3 and jQuery / JavaScript

Kenexa

User Experience Department Associate

Waltham, MA

July 2010 – June 2011

- Went into the field to conduct interviews, defining user needs, preferences and behaviors to drive the usability process
- Managed usability projects to shape applicant tracking system: gathering requirements, planning, testing and data analysis
- Worked with product managers and software engineers to design and test products to meet release deadlines
- Assessed existing Kenexa software on usability, visual design and functionality

PUBLICATIONS

- Green, S.J., Lamere, P., Alexander, J. Maillet, F., Kirk, S., Holt, J., Bourque & Mak, X. (2009) Generating transparent, steerable recommendations from textual descriptions of items, *Proceedings of the third ACM conference on Recommender systems*, New York NY, USA, 281-284 <http://doi.acm.org/10.1145/1639714.1639768>

SKILLS

- Aggressive legal pad sketcher
- HTML 5, CSS, JavaScript, jQuery, SASS / SCSS (Modular, based on BEM and SMACSS), Google Analytics
- Proficient with Sublime Text, GitHub versioning, Google Analytics, Balsamiq, Photoshop, and Sketch
- Fluent in German, Cantonese