

# JORDAN CHEN

## UX Designer

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### PROFESSIONAL SUMMARY

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UX Designer and Researcher with four years of experience designing enterprise and civic technology products for mission-driven organizations. Proven ability to lead end-to-end design and research efforts, build research infrastructure, and deliver tools that serve real people in high-stakes moments.

### PROFESSIONAL EXPERIENCE

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#### EXCELLA, INC.

##### Lead UX Designer - USA Staffing, Office of Personnel Management

Oct 2023 - June 2025

- Led the design of a high-impact batch request creation workflow, enabling efficient large-scale hiring processes for large federal clients. Developed user flows and prototypes for complex error handling, validation, and real-time system feedback, aligning stakeholders and accelerating front-end development.
- Redesigned USA Staffing's applicant interface in partnership with USAJOBS, modernizing the visual design and consolidating redundant document selection steps; usability testing confirmed increased clarity and reduced applicant friction.
- Spearheaded the implementation of UX research infrastructure for USA Staffing by implementing standardized research tools, processes, and participant recruitment methods, enabling the team to conduct research more efficiently and independently.
- Coordinated resolution of accessibility issues across USA Staffing system pages by working between QA testers and software engineers, ensuring compliance with Section 508 standards and improving equitable access for all users.
- Organized and facilitated cross-team design meetups for Excella designers on the OPM account, creating a space for knowledge sharing, community building, and alignment across multiple projects.

#### BLACKBAUD

##### UX Designer

May 2021 - March 2023

- Led design explorations for first-time user experience, developing wireframes and prototypes aimed at streamlining onboarding and increasing user adoption, laying groundwork for future product improvements.
- Initiated and led UX research into internal design workflows, uncovering key friction points and driving process improvements that enabled product teams to transition design artifacts more efficiently and reduce delivery bottlenecks.
- Developed and implemented scalable UI/UX strategies by documenting reusable design patterns, interaction guidelines, and visual standards—strengthening brand consistency and enhancing usability across both web and mobile applications.
- Delivered comprehensive UX deliverables including wireframes, user flows, journey maps, visual designs, and high-fidelity prototypes, supporting seamless communication with stakeholders and efficient implementation by development teams.

## PREVIOUS EXPERIENCE

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**RERC TECHSAGE, GEORGIA INSTITUTE OF TECHNOLOGY**

**UX Graduate Research Assistant**

**Aug 2019 - May 2020**

- Conducted heuristic evaluations, usability testing, and participatory research to adapt a Tai Chi group exercise program for remote delivery; informed inclusive service design for older adults with mobility disabilities.

**UPS**

**UX Design Intern**

**June 2019 - Jan 2020**

- Spearheaded user research and UX prototyping for projects spanning data visualization, VR, and educational games; built interactive wireframes for web and mobile tools.

**EPIC, INC.**

**Technical Problem Solver**

**Jan 2016 - July 2017**

- Provided application-level technical support to major hospital networks, managing cross-team projects and developing solutions for high-priority software issues.

## EDUCATION

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**GEORGIA INSTITUTE OF TECHNOLOGY**

**Atlanta, GA**

***M.S. in Human-Computer Interaction***

**2018 - 2020**

**INDIANA UNIVERSITY, BLOOMINGTON**

**Bloomington, IN**

***B.S. in Informatics***

**2010 - 2015**

## SKILLS

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- **UX & Design:** User Research, Usability Testing, Interaction Design, Design Systems, Wireframing, Prototyping, Accessibility (Section 508)
- **Methods:** Usability Testing, Journey Mapping, Contextual Inquiry, Survey Design, Persona Development, Empathy Mapping, Heuristic Evaluation, User Interviews, Affinity Diagramming, Agile/Lean UX
- **Tools:** Figma, Adobe Creative Suite, Miro, Microsoft 365, Azure DevOps, Git
- **Technical:** HTML, CSS, Python, VS Code