CAROLYN ZHONG
EXPERIENCE DESIGNER

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EXPERIENCE

JP Morgan Chase • Lead Senior Designer
March 2022 - Present • New York, NY
- Led design of tools for front office bankers that improved productivity by reducing cycle time from 20 hours to 11 hours, saving 50,000 hours across Commercial Bank treasury sales
- Championed user-centered design principles throughout the design process, conducting user research and usability testing to inform design decisions and optimize user experience
- Facilitated workshops and design thinking exercises to drive strategic design deliverables such as target state design vision, experience storyboards, customer journey maps, and service blueprints
- Collaborated with product, tech, and business stakeholders to conceptualize design strategies and road maps, ensuring alignment with business goals and user needs
- Presented design concepts and strategy to business leadership, including the Commercial Bank Operating Committee
- Provided feedback and mentorship to junior designers

CarMax • Designer
January 2021 - August 2021 • Pittsburgh, PA
- Led rapid prototyping and iteration to design a context-aware, multi-modal conversational agent using Voiceflow
- Collaborated with product, tech, and business stakeholders during ideation workshops to create service blueprints, experience storyboards, and customer journey maps
- Designed future state customer experience based on iterative customer research to reimagine the used car buying experience
- Presented design concepts and recommendations to key stakeholders

Microsoft • Design Intern
June 2020 - August 2020 • Remote
- Shipped the 5 minutes left reminder on Microsoft Teams for mobile
- Led end-to-end design process for features of Microsoft Teams
- Designed interactions and user flows using Fluent design system
- Led ideation workshops and collaborated with product, tech, and business stakeholders to ideate and implement features
- Conducted user research and testing to validate design decisions and iterate on designs
- Presented design concepts and recommendations to key stakeholders

EDUCATION

Carnegie Mellon University
Master of Human-Computer Interaction
December 2021

B.S. in Human-Computer Interaction & Business Administration
Minor in Design

SKILLS

Service Design
Systems design
Service blueprint
Journey mapping
Storyboarding

Product Design
Interaction design
Conversational design
Data visualization
User flows
Wireframing
Rapid prototyping

Research
Persona building
Contextual inquiry
Data analysis
A/B testing
Usability testing

Tools
Figma
Sketch
Voiceflow
Adobe Creative Suite
HTML/CSS
Javascript

Languages
English (fluent)
Mandarin (fluent)