

# Alice Wang

## EXPERIENCE

### IBM UX/UI Designer

January 2021 - May 2022

- Enhanced the troubleshooting and mitigation process for IBM Sterling Support Engineers by designing a database-driven documentation website.
- Facilitated brainstorming and working sessions across cross-functional stakeholders to drive research knowledge into user flows and wireframes.
- Planned, conceptualized, and executed design solutions and interaction flows reflecting IBM's brand guidelines.

### IBM Lead Visual Designer

June 2020 - September 2020

- Utilized design thinking to lead a team of 4 interns to produce on-brand graphic designs and videos for IBM Radio, an internal radio station accessed daily by thousands of IBMers around the world.
- Brainstormed new visual concepts for internal social media campaigns to drive up engagement, ultimately increasing weekly listeners by 120%.
- Actively identified design opportunities to elevate the radio station and ensure its standards are consistently reflected in every deliverable.
- Developed designs in a range of different styles that reflects IBM's design language.

### IBM Software Solutions Engineer

May 2020 - May 2022

- Resolved deep technical issues related to the IBM Sterling softwares for high-profile clients using knowledge of User Experience Design, Java, SQL, XML, JSON, Docker, Kubernetes, Postman.
- Conducted UI and architectural analysis of IBM Sterling softwares to strengthen software performance and maintain a seamless user experience.
- Achieved year-to-date NPS of 100% by actively identifying clients' needs through effective diagnosis and troubleshooting. This accomplishment was formally recognized by IBM's Director of Global Client Success.

### UNICEF Western UX/UI Designer

October 2019 - May 2020

- Designed, prototyped and implemented the UNICEF Western website by streamlining their vision and adhering to UNICEF's graphic visual guide.
- Developed design artifacts such as low-fidelity and high-fidelity wireframes and UI mockups.
- Performed data-driven research to help standardize overall design and branding for UNICEF Western.

## CONTACT

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## TOOLBOX

### Design Tools

Figma / Sketch / Adobe XD

Adobe Illustrator

Adobe Photoshop

### Development Languages

HTML5 / CSS3 / Bootstrap

Javascript

Python / Java / C / C++ / Qt

SQL / PHP

Unix / Linux

## EDUCATION

### Western University

Graduate: April 2022

BSc. Computer Science and  
Medical Sciences

## CERTIFICATION

### Grow with Google

October 2021

UX Design Professional  
Certification

### IBM

Graduate: July 2020

Enterprise Design Thinking  
Certification

### IBM

Graduate: May 2020

Agile Methodologies  
Certification