

Nicole Zhong

Senior Product Designer

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EDUCATION

New York University

MA Digital Journalism

New York

Aug 2017 — Jan 2019

Nanyang Technological University

BE Information Engineering and Media

Singapore

Aug 2013 — Dec 2016

First Class Honors

Full Scholarship

Dean's List

EXPERIENCE

Oracle, Senior Product Designer

Redwood City, May 2019 — Present

Shipped next-gen expenses experience across web, mobile, email and chat to help employees get reimbursed easily and fast. Worked closely with product, engineering, and research team from early concepts to MVP build of submitter UX, approver UX, cash advances, and per diem.

Designed and delivered a 0-to-1 project management and reporting tool that improves the customer satisfaction score from 2.6 to 4.5.

Visioned the north star of corporate finance with automated, integrated, intelligent accounting infrastructure. Defined the future job roles and workflow through over 60 hours user research.

SKILLS

Design

Product Thinking

User Research

User Centered Design

Interaction Design

Visual Design

Interactive Prototyping

Usability Testing

Coding

Java

HTML / CSS / JavaScript

Augmented Reality

Kinect

Tools

Figma

Sketch

Framer

Unity 3D

NYU Information Technology, Product Designer

New York, Sep 2018 — Mar 2019

Launched a web application to digitalize club searching for students of all abilities. It grew to 13K users in the first week of its launch and had 60K active users/month by the first year.

Designed and delivered a streamlined account setting experience used by all students, faculty, and admins.

The Wall Street Journal, Mobile Product Intern

New York, June 2018 — Aug 2018

Conducted in-depth research on the accessibility of WSJ app and prioritized potential improvement.

Mastercard, UI/UX Design Intern

Singapore, May 2016 — Aug 2016

Created high-fidelity interfaces and interactive prototypes for an authentication platform.