

Senior Product Designer

Tiffany Jen

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Work experience

Senior UX Designer

Blackbaud, Aug 2015 - Nov 2022

- Redesigned the Contributions area in our new application and initiated collaboration with relevant designers of other areas for a holistic and consistent experience.
- Designed a new Tributes feature for the donation form from scratch. A version was released Jul 12, 2022 and by Oct 27, 2022, 3416 forms have Tributes with approx. \$1.4M donations made.
- Supported the Donation forms team with day-to-day design work and UX strategy. As of December 2019, setting up and using online donation forms has become available to all RENXT US organizations. By Oct 27, 2021, the donation forms have helped raise approx. \$288M.
- Introduced UX to a team that had never worked with a designer before and successfully implemented design into their process so user-centered feedback helped direct the design instead of the first idea that came to mind.
- Collaborated with product managers, developers, and other designers to improve the user experience on my team's product through user flows, journey maps, mockups, prototypes, and usability testing.
- Drove designs from conception to release, which includes discovery, iteration, feature development, and post-release validation.

Interaction Designer

Manifest Digital, Aug 2014 - Apr 2015

- Assisted the design and strategy on user experience projects for several accounts and pitches.
- Integrated the use of storyboarding, customer journeys, user research, user scenarios, and prototyping in multiple projects in order to help optimize a user-centered process.
- Presented insights that drove our decisions.
- Partnered with the client's internal design team, which included business and development on a regular basis.

Skills

Product design

UX design

Interaction design

UI design

Design thinking

UX research, testing & validation

Customer journey mapping

Wireframing

Prototyping

Presenting

Critiquing

Sketching

Tools

Figma

Sketch

InVision

Axure RP Pro

Miro

Adobe CC

Microsoft Office

Education

Master of Science in

Human Computer Interaction Design

Indiana University, Bloomington, IN

Bachelor of Science in

Computer Graphics Technology

Minors in Art & Design,

Japanese, and Management

Purdue University, West Lafayette, IN