# Jeffrey Liang

**PRODUCT DESIGNER · UX RESEARCH · INTERACTION DESIGN**

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Recent UC San Diego graduate and product designer with work across healthcare, emergency response, and consumer apps. Uses real data from interviews and usability tests to refine designs until people can complete them without confusion.

## PROFESSIONAL EXPERIENCE

**Product Designer** · *MMENTO* Aug 2026 – Present

- Designed the home page, memory creation flow, and settings for MMENTO, a memory-keeping app in closed beta.
- Tested with 10 participants, then removed required categories and shortened capture flow after they slowed saving.
- Used a design system to create a lighter, vintage scrapbook style that testers responded to positively.

**Design Contractor** · *Stealth Startup* Jul 2026 – Aug 2026

- Owned and tested the onboarding redesign for a consumer app under NDA, mapping user flows and breaking dense information into clearer steps.
- Collaborated with product and engineering to ship the redesign. Testing showed users engaged with features more readily and spent less time deciding on next steps.

## SELECTED PROJECTS

**Product Designer** · *MyChart Redesign, ACM at UC San Diego* Apr 2026 – Jun 2026

- Reviewed MyChart's website and customer reviews for post-discharge pain points for patients with limited English proficiency, mapped user flows, interviewed users, and iterated on drafts until the designs met their needs.
- Added medically informed translation, plain-language guidance, in-portal definitions, and safety information. Departures to Google Translate dropped from **6 of 6** Spanish-speaking participants to **1 of 6**.

**UX Designer** · *ASPCA Redesign, World Studios at UC San Diego* Sep 2025 – Nov 2025

- Audited the ASPCA site and customer reviews, then redesigned pet profiles (photos, vaccinations, behavior) and added search filters for kids, other pets, and size.
- Tested with 10 participants. Adoption-inquiry completion rose from **2 of 10 to 10 of 10**.

**UX Designer** · *NEXUS, Global TIES at UC San Diego* Jul 2025 – Aug 2025

- Interviewed 4 emergency medical (EMS) responders, then prototyped a field for when the patient was last known well to replace a checkbox. In follow-up tasks, **4 of 4** recorded it correctly versus **0 of 4** at baseline.
- Mapped user flows and created the landing page, hospital, and stroke assessment screens for an ambulance-crew stroke-routing interface.
- Ran guided tasks with stroke/non-stroke images to test symptom capture, incident reporting, and hospital sharing.

## EDUCATION

**B.S. Cognitive Science, Specialization in Design & Interaction** Jun 2026

University of California, San Diego

Previously: San Diego Miramar College (Computer Science, 2023–24) · San Francisco State University (2022–23)

## SKILLS

**Product Design:** Interaction Design · User Flows · Wireframing · Prototyping · Design Systems

**Research:** Usability Testing · Semi-Structured Interviews · Website Audits · Review Analysis · Task-Completion Benchmarking

**Specializations:** Healthcare UX · Plain-Language Content Design

**Tools:** Figma · Figma MCP · Claude · ChatGPT