

Alice Chiang

I am a creative strategist with a decade of experience in digital and spatial design.

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EXPERIENCE

EnergySage

Senior UX Designer | June 2022 - Present | Boston, MA

- Collaborated with product leadership to create goals and objectives for an entire redesign effort of the core product.
- Established research processes and templates while mentoring colleagues on best practices, interview facilitation, and user testing.
- Coached other designers on designs, storytelling, and stakeholder management.
- Facilitated workshops around design thinking and research best practices.

Cantina

Senior - Lead Designer | June 2018 - June 2022 | Boston, MA

- Managed and led projects with clients to develop strategies and best practices for product innovation and success.
- Cultivated a design culture by leading design talks and mentorship cross-functionally.
- Led initiatives with clients on generative research, service design, and product strategy.
- Led prototyping efforts to support strategic efforts to innovate products and services.

Toast

Product Designer | 2016 - 2018 | Boston, MA

- Crafted the design strategy for Toast's digital ordering product.
- Led generative and quantitative research on the online ordering platform.
- Created style guide components and prototypes for product and developers.

Nanthealth

UX/UI Designer | 2016 | Boston, MA

- Designed prototypes, supported usability test, conducted field studies.

Architectural Designer

2010 - 2015 | Boston, MA | Baltimore, MD | Seattle, WA

- Collaborated with clients, engineers, and contractors on architectural projects.

EVENTS

Connected Health Conference

Organized and led design-thinking workshops with conference attendees.

Learn Launch

Organized and led design thinking workshop with event attendees.

EDUCATION

General Assembly

UXDI Immersive Program | 2016 | Boston, MA

University of Cincinnati

Master of Architecture | 2013

University of Maryland

Bachelor of Science in Architecture | 2009

TOOLS

Sketch

Figma

Adobe Photoshop

Adobe Illustrator

Adobe InDesign

InVision

Powerpoint/Keynote

Hand Sketching

DESIGN PRACTICES

UX/UI Design

Service Design

Design & Product Strategy

Information Architecture

Generative Research

Quantitative Research

Journey Mapping

User Flows

Site Mapping

Persona Development

Wireframing & Prototyping

Design Sprints

INTERESTS

Skiing

Rock Climbing

Hiking

Mountain Biking

Ceramics

Watercolor

Mixed Media