Amanda Zhang

UX Designer

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Bowling Green, KY — Willing to Relocate

Objective

Seeking to gain hands-on experiences, collaborations, skills, and growth within the UX field. Eager to expand my skills in UX research, UI design, prototyping, and testing to enhance user experiences and deliver impactful solutions.

Work History

Idea Lab Internship — Bowling Green, KY
UX Design Intern — Western Kentucky University
08.2024 – 12.2024

- Collaborated on a team to design the next iteration of SunSketcher, with the focus on user research
- Conducted online research on Spain, Iceland, and Greenland to gather information due to the absence of direct user input
- Compiled information into presentation to share with other teams and previous project contributors to inform design decisions
- Assisted prototype team with design decisions, and evaluation team with testing

Auntie Anne's — Bowling Green, KY
General Manager ← Assistant Manager ← Shift Lead
10.2023 – Present

- Resolved customer complaints and streamlined order processes, enhancing overall customer satisfaction
- Observed and analyzed customer behaviors, preferences, and pain points in-store to ensure a smooth service
- Led operational improvements and scheduling systems to enhance employee workflows
- Communicated corporate updates and ensured team alignment,
- Assisted customers in navigating app, including earning and redeeming rewards

Education

Bachelor of Fine Arts
Expected – 05.2025
Visual Arts – UX Design
Western Kentucky University
Bowling Green, KY

Mentee
01.2022
Stellar Element Mentorship
Louisville, KY

Skills

User Research

Prototyping

Wireframing

Teamwork

Desire to learn

Software

Figma
Illustrator

Honors & Clubs

AIGA Student Organization
Fall 2024 – Spring 2025
Co-President/Chair

President's Scholar
Spring 2024

Dean's List
Fall 2023