

# KEVIN WONG

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## Experience

### **MarkLogic** – UX Designer

February 2020 – May 2021

- Worked with managers, designers, and engineers to develop, design, and implement user-facing products including:
  - Redesigning MarkLogics new customer onboarding process.
  - Design a new subscription based model during new customer sign up.
  - Designing MarkLogics Coronavirus tracking web application.
- Gathering and evaluating user requirements in collaboration with product managers and various stakeholders.
- Redefining existing work flows to create a more streamlined design.
- Design new functionality into existing systems and processes.
- Create usability interview scripts and conducted user interviews to develop new personas and update existing for MarkLogic users.
- Assist with building MarkLogics design library.
- Work on ensuring MarkLogic meets accessibility standards set forth by Web Content Accessibility Guidelines (WCAG)

### **21Tech.** – Business Analyst | UX Designer

September 2016 – February 2020

- Executed analytical and technical tasks for the Infor Enterprise Asset Management System implementation project. This includes but is not limited to; user research, user experience and interface design, analyzing data requirements and data condition, data validation, fit-gap analysis, and documentation creation.
- Follow user experience design process from concept to execution; approach design from a user's perspective, listening to users and balancing their needs alongside business goals and technical capabilities.
- Ensure adequate user experience by conduct user research to understand user behaviors in the new system through observation and interviews.
- Design user interfaces via mock ups and wireframes that are specific for business unit's needs.
- Developed working Business Requirement Document encompassing requirements definition, business process analysis and mapping.
- Established process documentation to assist customers with software configuration, data analysis, system testing preparation and execution, and system documentation.
- Produced test scripts and strategically work with end users and software architects to configure and test the software application.
- Trained end users in system testing and use to ensure proper functionality and requirement fulfilment.

### **Business Information Technology Solutions, Inc.** – Program Analyst

October 2015 – May 2016

- Provided support to improve health access and quality for Veterans at 6 VA Medical Centers including Phoenix, Reno, San Francisco, New York, Helena, and Anchorage.
- Established lessons learned case studies that benefited VA Medical Centers nationwide. Improvements include effective workload capture, demand forecasting, provider schedule improvements, as well as improvements to administrative support for physicians.

- Examined program processes, identified risk and developed standard operating procedures (SOP) to reduce patient wait times for appointments from an average of 50 days to 14 days
- Provided administrative management support for all ambulatory care services in SFVHA with over 500 providers, residents and support staff; oversee development of recommendations and action plans to increase efficiency and utilization of Primary Care, Mental Health, and Specialty Care clinics
- Work with systems improvement in the development on a new database to track the progression of new hires as they go through the onboarding process.
- Developed policies and contingency plans for unexpected and planned resource shortfalls to ensure continued clinic operations and patient access to care; utilizing shared resources to minimizing staffing shorting impact
- Communicate with SFVHA staff and other VA facilities to share lessons learned and best practices to refine appointing procedures; reducing appointment no-show rates to meet VA goal of 10% or less

**Motive Power** – Analyst

*December 2014 – September 2015*

- Provided guidance for the overhaul of Pacific Gas & Electric (PG&E) 70Y transmission replace program.
- Provided oversight for the review of an average of 200 pole replacement projects, managed multi-disciplinary project teams including sub consultants, biologist, archeologist, and construction crews.
- Bridged existing siloes between departments by working with leadership teams to ensure that each department knew when to complete each phase of the project so that the hand offs were within targeted dates.
- Developed performance metrics to serve as standards and help manage expectations on length and budget of projects.

**Kaiser Permanente** – Tech Application Specialist Associate

*January 2014 – October 2014*

- Provided support for Medical Imaging applications through tier 2 support which consisted of hardware and software issues, working with vendors for larger issues, and creating monitoring points on the team dashboard.
- Assisted Radiologist and Physicians in moving medical studies between regions through medical imaging application to ensure medical staff had access to patient records.
- Analyzed business requirements, workflows and application capabilities by testing application configurations and builds in a non-production environment to ensure that applications could be successfully upgraded.

## Education

**DePaul University** - 2016 - 2019

Master of Science in Human Computer Interaction

**San Francisco State University** - 2009 - 2012

Bachelor of Science in Business Administration

Areas of Concentration: Information System and E-commerce with a minor in Finance

## Skills

- Experience with Microsoft Suite, SAP, MySQL, HTML, CSS, Balsamiq, Sketch, Axure, Figma