



Hi, I'm

Jennifer Dong

UX & Product Designer, AI/ML

ABOUT ME

I am a multidisciplinary product designer and software engineer with an affinity for data-driven complex problem-solving. I have a combined background in UX/UI design, AI/ML design, and software engineering. I delight in working with dynamic teams to create seamless solutions that drive collective wins.

WORK EXPERIENCE

Jul 2024 - Present

Ascendle | Cherry Hill, NJ

UX and Product Designer, AI/ML

- Crafting 0->1 AI/ML products and designing AI/ML user experiences for supply chain optimization, to reduce waste in food, medicine, and other specialized high-value products to foster sustainability.
- Being the first designer, I bring clarity to a nebulous space, and bridge the gap between the user, customer, business, engineering, and client stakeholders.

Nov 2022 - Dec 2023

American Express | NYC, NY

Machine Learning Engineer, AI Product

- I designed and implemented a recommender system to recommend financial data for internal stakeholders as part of the AI/ML product team.
- Specifically, I designed wireframes, iterated prototypes, conducted usability testing, and implemented a deep matching algorithm using embedding generation (BERT) in Python.

Jul 2021 - Oct 2022

Bank of America | Charlotte, NC

Software Developer, AI/ML

- I initiated a climate change machine learning project to predict energy usage of buildings in order to reduce energy consumption and costs. I transformed, processed, and modeled data with end-to-end ownership.
- I optimized a debit fraud data processing pipeline to reduce processing time by 1 hour a day.
- I innovated a 360 data analytics fraud view of customers, and presented the results to key business leaders, resulting in the solution being adopted enterprise-wide.

May 2020-Sep 2020

DoTogether | Rochester, NY

UX/UI Designer

- I launched an end-to-end product from inception with iterative usability testing that connects people through virtual activities during COVID-19 to reduce isolation. I conducted user research, data analysis, product maps, built iterative prototypes, and created all branding materials.
- I pitched the MVP to a panel of venture capital investors.

Sep 2020-Nov 2020

Correlation One | NYC, NY

Product Manager, AI/Data

- I managed a team of data scientists for an open-ended research project investigating hospital charge disparity in NY state.
- I presented the research poster at the Data Science for All: Women's Summit (accepted as the top 10% from global applicants).

jendy.me

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EDUCATION

University of Rochester

**Bachelor of Science in Computer Science,
Human Computer Interaction (HCI)**
Psychology & Digital Media Design Minor
2017-2021

d.MBA

Business Design

Oct 2024 - Present

- Business innovation for design leaders, balancing business and user goals.

Career Foundry

UX and Product Design

Dec 2023 - Present

- Design thinking and user-centered design training with industry mentors.

SKILLS

Figma, AdobeXD

LLMs, ML, NLP, Data, Python, SQL

Product Strategy and Vision

Wireframes and Prototypes

User Flows

Modular Design Systems

High Fidelity Designs

User Research, Usability Testing

Dynamic Stakeholder Management

LANGUAGE

English (native)

Mandarin (native)

Spanish (NJ bilingual-certified)