Mengjie Dong

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PROFESSIONAL SUMMARY

- MSc Behaviour Change student at UCL, to be completed in Sept 2024
- Behavioural designer focused on improving decision-making through the unique combination of behavioural science and human-centred design.
- One year's experience in design research roles in healthcare-related organisations in the US and China.

EDUCATION

MSc Behaviour Change | **University College London, London**   *2023 - present*

Focus: Behavioural interventions for health and well-being

Master of Design (MDes) | **Illinois Institute of Technology, Chicago**   *2020 – 2023*

GPA: 3.95/4. Fellowship recipient. Graduate Teaching Assistant: Introduction to Interaction Design

Focus: Behavioural Design, Design Thinking, Human-Computer Interaction

BA Arabic | **Shanghai International Studies University, Shanghai**   *2014 – 2018*

GPA: 3.4/4. Fellowship recipient for a 4-month exchange study at University of Hassan II in Casablanca

Focus: Ethnographic Research, Linguistics

PROFESSIONAL EXPERIENCE

UX Researcher | **IIT Institute of Design & DORA, Chicago**   *Jan 2023 – May 2023*

Responsible for iterating the design of the TARA dashboard to enhance usability and boost usage behaviour by institution policymakers.

- Conducted 2 stakeholder interviews and usability evaluations to inform the design of the user test, ensuring its efficiency and usefulness. Coordinated 16 usability tests through Userbrain.
- Analysed data and transcripts using Excel. Summarized the needs of different user groups, proposed new ways of providing value and prioritized usability issues for improvements.

Design Strategy Intern | **UIC Institute for Healthcare Delivery Design, Chicago**   *May 2022 – Dec 2022*

Responsible for using human-centred design approaches to define key challenges in clinical settings and develop innovative solutions to improve the quality of care.

- Undertook a five-week design sprint with the Family Medicine clinics to identify policy- and culture-related behavioural challenges and possible solutions. Established long-term collaboration.
- Worked in a multi-disciplinary team. Conducted 25 interviews and contextual inquiries over 14 weeks to solve the clinic's staff accountability challenge, with all 3 proposed strategies being adopted by the client.

Design Researcher | **ID Equitable Healthcare Action Lab, Chicago** *Jan 2022 – May 2022*

Responsible for conducting human-centred research and co-design sessions with local healthcare organisations to generate inclusive strategies at the community and healthcare delivery levels.

- Conducted a 1-month field study at Rush College of Nursing's community clinic in Oakley Square. Completed a series of research activities, including observation, context inquiry and stakeholder co-design.
- Analysed and synthesized data through coding and clustering. Summarized 5 key aspects that informed the development of a sustainable primary care model for community-based clinics.

Service Designer | **DESIS Network, Shanghai** *Aug 2019 – Jan 2020*

Responsible for coordinating resources between the government, the university, and the community and incubating innovative projects that positively impact residents' well-being.

- Undertook observations, focus groups, and interviews to conduct qualitative research on healthy ageing in the SiPing community.
  Initiated and developed a hand-weaving project that creatively connected 14 isolated community groups and built sustainable networks for traditional crafts.

ONLINE COURSE CERTIFICATES

- Introduction to Developmental, Social & Clinical Psychology | edX | 2023
- Introduction to Animal Behaviour | edX | 2022
- Interaction Design | Coursera | 2020

SKILLS

Research & Strategy: Qualitative research, Survey design, Co-design, Sense-making, Concept testing
Design: Prototyping**,** Information design**,** Storyboarding**,** Interaction design**,** Adobe Creative Suite**,** Figma
Communication: Workshop facilitation, Storytelling, Diagramming.
Data: Tableau, Excel, HTML, CSS, JavaScript
Languages: Chinese (Native)**,** English (Professional)**,** Japanese (Fluent)**,** Arabic (Fluent)