Zaijing Liu (UX Researcher)

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PROFESSIONAL SUMMARY

UX Researcher with a background in Human Factors and Computer Science, experienced in designing controlled experiments, conducting usability studies, analyzing user behavior, and translating research findings into actionable product recommendations.

EDUCATION

San Jose State University, **San Jose, CA**
Master of Human Factors/Ergonomics (Concentration in UX) **Aug 2025 – Expected Dec 2027**

San Francisco State University, **San Francisco, CA**
Bachelor of Computer Science **Aug 2020 – May 2025**
Minor in Design

EXPERIENCE

Research Assistant — Bat Lab, San Jose State University **Sep 2025 – Present**

Project: Wearable Haptic Devices for Automated Driving TOR **Sep 2025 – June 2026**

- Designed and conducted a controlled human factors experiment evaluating wearable haptic takeover request systems in automated driving.
- Implemented a within-subjects study comparing four wearable feedback configurations with a seat-based baseline.
- Applied principles of human performance and cognitive workload to evaluate driver responses under different feedback conditions.
- Recruited participants and moderated driving simulation sessions using standardized experimental protocols.
- Collected and analyzed quantitative performance data and qualitative user preference data.
- Communicated research findings through written summaries, presentations, and evidence-based design recommendations.

Lab Manager — Bat Lab, San Jose State University **Jan 2026 – Present**

- Managed daily lab operations, ensuring smooth execution of research activities and user sessions
- Trained students and researchers on lab equipment and experimental procedures
- Supported research studies by maintaining experimental setups, including driving simulation systems

Product Associate – Sweatchi **Jun 2026 – Aug 2026**

- Analyzed user feedback to identify usability issues and inform a homepage refresh.
- Translated user insights into prioritized design recommendations and product updates.
- Collaborated with design and engineering teams to support the implementation of homepage improvements.

PROJECT EXPERIENCE

Safeway App Redesign **Sep 2025 – Dec 2025**

- Conducted heuristic evaluation and usability testing to identify usability issues and user pain points
- Designed and facilitated user testing sessions, collecting qualitative and quantitative feedback
- Synthesized findings into actionable insights and prioritized design recommendations
- Validated design improvements through iterative usability testing

Honors & Award

- Phi Beta Kappa, San Francisco State University, 2025
- Dean's list, 2021 - 2024

SKILLS

Research & Human Factors: Usability Testing, Experimental Design, Interviewing & Survey Methods, Participant Recruitment, Data Collection & Analysis (Quantitative & Qualitative), Accessibility Evaluation
Technologies: SPSS, MATLAB, Python, Axure, Figma, Adobe Photoshop, Illustrator, InDesign, React, JavaScript, HTML / CSS
Languages: English, Chinese