

Zaijing Liu (UX Researcher)

San Jose | Chlora006@gmail.com | [LinkedIn](#) | [Portfolio Website](#)

PROFESSIONAL SUMMARY

UX Researcher with a background in Human Factors and Computer Science, focused on understanding user behavior and translating research insights into meaningful product improvements.

EDUCATION

San Jose State University, Master of Human Factors/Ergonomics (Concentration in UX)	San Jose, CA Aug 2025 – Expected Des 2027
San Francisco State University, Bachelor of Computer Science Minor in Design	San Francisco, CA Aug 2020 – May 2025

EXPERIENCE

Research Assistant — Bat Lab, San Jose State University	Sep 2025 – Present
Project: Wearable Haptic Devices for Automated Driving TOR - Designed and conducted a controlled human factors experiment evaluating wearable haptic takeover request systems - Implemented a within-subjects study comparing four wearable feedback configurations against a seat-based baseline - Recruited participants and moderated driving simulation sessions following standardized research protocols - Analyzed takeover response performance and user preference data - Conducted statistical analyses to evaluate differences across feedback conditions - Synthesized findings into design recommendations for multimodal driver assistance systems	Sep 2025 – June 2026
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
- Owned the end-to-end development of the reward gamification system, defining product requirements, user flows, and feature scope from concept to launch. - Collaborated cross-functionally with design and engineering teams to prioritize features, manage implementation, and ensure timely delivery. - Analyzed user feedback and product metrics to iterate on reward mechanisms and improve user engagement and retention.	

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