



Grace Ting-Ann Lee

UX Researcher · Service Designer

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SUMMARY

UX Researcher and Service Designer with a background in journalism and digital storytelling. Researches complex workflows, organizational systems, and AI-assisted experiences to shape product and service direction.

WORK EXPERIENCE

UX Researcher & Service Designer | Pittsburgh Technology Council

Mar 2024 – May 2026 | Pittsburgh, PA

- Led research across digital workflows, member services, and operations for a network of 800+ companies, identifying friction points and informing service improvements.
- Interviewed stakeholders and users, mapped journeys, and ran synthesis workshops to identify operational friction and improve onboarding and member services.
- Shaped a coalition-based engagement framework adopted by leadership to support industry-specific member needs.
- Restructured website information architecture and member service structures by translating stakeholder needs and system constraints into scalable recommendations.

UX Researcher & Designer | Freelance

Oct 2023 – Present | Pittsburgh, PA

- Conducted exploratory and evaluative research across healthcare, fitness, and nonprofit platforms to clarify pain points, user needs, and workflow opportunities.
- Led end-to-end research and concept development for a fitness platform serving RV travelers aged 45–60, including interviews, usability testing, and behavioral analysis.
- Restructured information architecture and implemented scalable CMS systems for healthcare organizations, improving content workflows and long-term maintainability.

Selected Project: AI-Assisted Mental Load & Coordination Research

- Researched how working parents manage mental load and coordination with AI-assisted tools, focusing on trust, delegation, and scheduling behaviors.
- Identified patterns in how users negotiate control and delegation with proactive AI systems, informing early concept development around human-centered automation.

UX Researcher Intern | City of Lansing Public Service Department

May – Dec 2022 | Lansing, MI

- Identified operational pain points in municipal sewer reporting and field data collection through stakeholder interviews and field observation.
- Designed and tested workflow tools that improved data visibility, reporting consistency, and usability for field personnel.
- Synthesized findings into recommendations supporting digital transformation within the public sector.

Digital Designer | Business Weekly Magazine

Jun 2018 – Jul 2021 | Taipei, Taiwan

- Translated complex business topics into visual and interactive stories for executive audiences through motion graphics and cross-functional editorial collaboration.

HONORS & AWARDS

Silver ADDY Award, Pittsburgh (2024) — [Mendelssohn Choir of Pittsburgh website](https://www.mendelssohnchoir.org/)

EDUCATION

M.S. Information (HCI/UX) · University of Michigan School of Information

B.A. Journalism & Communication · B.A. Digital Content & Technology · National Chengchi University

SKILLS

Research & Strategy: Foundational & Generative Research, Qualitative Methods, Research Synthesis, Stakeholder Interviews, Workshop Facilitation, Service Design, Systems Thinking, Workflow Analysis, Human-AI Interaction

Experience Design: Information Architecture, Experience Strategy, Content Strategy

Tools & Technical: Figma, Adobe Creative Suite, HTML/CSS, JavaScript, Python