

Mengyan Hou

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WORK EXPERIENCE

User Experience Design Intern - Ziitech company

Melbourne, VIC | Dec 2019 - Mar 2020

- Led a group for conducting pos machine market research and after-sells service to over 600 hospitalities in Melbourne. Gathered the result of the company's market share while helped the company gained more than 20 new clients in a month
- Created 5 user scenarios based on the local market in Australia. All scenario descriptions were adopted and shown on the company's official website
- Edited user manual for clients' dashboard, saved the Operations and Maintenance Department more than 2 hours per week spent on tackling basic technical problems

Student Peer Mentor - Deakin University

Melbourne, VIC | Jul 2018 - Aug 2018

- Organized a weekly meeting with 7 first-year students, introduced campus activities to them so they can get used to living and studying at Deakin University
- Shared study skills and provided sufficient campus resources for mentees so they could get the most professional answers to solve their confusion
- Summarized the most frequently asked questions about Deakin student portal, helped mentees learn using the website in less an hour

WeChat Official Accounts Editor - Melbourne Eats

Melbourne, VIC | Jul 2018 - Aug 2018

- Accumulated writing topics for the company's WeChat (a Chinese social app) subscription platform, revised over 500 articles to ensure no typo inside
- Proposed the idea of modularizing the contents in the company's WeChat platform, keep the company increasing the customer loyalty

PROGRAM EXPERIENCE

HCI Product Design

Melbourne, VIC | May 2020 - Jun 2020

- Delivered 20 thumbnails, 10 medium-fidelity, and 1 high-fidelity mock-up for team to decide project topic
- Implemented 3D modelling to the project, so artists could visualize designs from 2D drawings with much more clarity

Website Usability Test

Melbourne, VIC | Apr 2020 - Jun 2020

- Structured a live demo to help teammates understood how to operate tools in Optimal Workshop within 10 minutes
- As a team leader, designed 7 task scenarios using Loop 11, achieved 90% positive reviews from interviewees about the scenarios' degree of difficulty
- Saved each novice user more than 20 minutes per week on familiarizing the website by summarizing seven usability problems and providing reasonable recommendations

EDUCATION

The University of Melbourne

Melbourne, VIC | expected in Jun 2021

Master of Information Technology | Human Computer Interaction

Deakin University

Melbourne, VIC | Jul 2018 - Nov 2019

Bachelor of Information Technology | Cyber Security

GPA: 86, received Australian First-Class Honors degree

SKILLS

Heuristic evaluation	3D modelling
Market research	Mobile UI design
User investigation	Cognitive walkthrough
Data visualization	HCI design