User Experience Designer

Xinyi (Claire) Shen

Solution-driven UX designer focuses on problem-solving and promotes cooperation between enterprises and stakeholders. Adept at fast-paced, collaborative work environments and ensuring user satisfaction. Expertise in interaction design and user research, supported by training in HCI, proven track record of building products for customer and enterprise users, meeting the highest standards for web design, continuously updating knowledge of the latest industry trends and technologies, and contributing these skills to organizations.

Work Experience

Product Designer – User Experience Designer

Oct 2022 – Jan 2023 | Hong Kong University, HKSAR

- Facilitating academic teams discovering product breakthroughs within the decentralized financial industry and developing innovative solutions based on market trends.
- Locate target users and identify their needs and frustrations, helping them adapt to economic transformation risks and challenges.
- Promotes mutual benefits between academia and the market, in turn, helps to foster growth within the Fintech industry.

User Experience Designer

Mar 2021 – Apr 2022 | WASU, Hangzhou, China

- Transform users' implicit requirements into tangible commercial benefits, generating value for the enterprise and fostering collaboration, and delivered delightful experience through innovative solution.
- Led a medium group to create an intelligent digital media ecosystem for kids and adolescents with immersive interactions and increased membership payment by 20% within a quarter.
- Successfully maintained a core-user community of 800 and provide theory-based design guidance through A/B tests.

Education

MSc in Human-computer Interaction

Sep 2019 – Nov 2020 | University of Birmingham, Birmingham, UK

- Combined computer technology, graphic design, human factors to create products better aligned with people's needs and facilitate communication.
- Build a solid foundation of research methodology and computing programming skills.

BSc in Applied Psychology

Sep 2015 – Jun 2019 | Ningbo University, Ningbo, China

- Published a paper investigating the effects of facial traits and group membership on interpersonal trust.
- Be awarded the provincial outstanding graduates.

Contact

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Portfolio

Related Skills

Design Knowledge
Concept visualization, Prototyping, Information architecture, Visual design, Service design, Critical thinking, Product optimisation

Research Expertise
Preliminary test, Design validating, Design evaluating, Data analysis, Accessibility, Cultural awareness.

Management
Goals-design alignment, Agile workflow, Planning/coordination, Conflict resolution, Verbal and written communication

IT skills/Tools
Sketch, Figma, Axure, Principle, Blender, Adobe creative suite, Java, HTML/CSS, JavaScript, GitHub.

Language
Mandarin-Native
English-Advanced (IELTS 7)