

Yafan Wu

Legally authorized to work in the US. 4 years experience as a Product Designer specializing in consumer facing products producing enhanced metrics. Flexible and open to enterprise products.

EXPERIENCE

Zhangyue *Senior Product Designer*

Apr.2020 - Aug.2021

iReader app is a Top1 online reading app (150 million active users per month) produced by Zhangyue. I led the innovative updates to the iReader app for Android and ios platform.

- Led Searching Improvement project: increased book click rate by 30%, reading conversion rate by 10%, retention rate by 5.34%.
- Led Text to Speech Improvement project: increased TTS DAU by 3%, average listening time spent by 4mins and reduced customer complaints by 35%.
- Led 0-1 auto refund project: reduced customer complaints by 50%, saved employee cost by 50%.
- Redesigned book detail page: increased reading conversion rate by 18%, retention rate by 1%.
- Drove design vision into product strategic roadmap, summarizing and sharing knowledge, helping increase the design team's visibility and recognition.
- Focused on product strategy, interaction design, visual design and user research. Collaborated with PMs, Engineers, Data Analyst, Operation specialist and Customer Feedback specialist.
- Created a new design collaboration way, wrote the design documents, optimized the workflow thereby improving the work efficiency of the user experience design team.
- Facilitated design sprint and brainstorming on user engagement for reading.
- Hosted design and project review critiques with design team and project teams across multiple partners.

iQianjin *User Experience Designer*

Apr.2018 - Jan.2020

iQianjin is a Fintech company providing financial products. A mobile app for Android and ios.

- Redesigned the open account page and increased account open success rate by 5.4% and purchase rate by 1.1%.
- Redesigned product purchase page and increased purchase conversion rate by 6.43%.
- Researched user interaction with the app, built up a new research team, designed a usability testing plan, collected and analyzed the surveys.
- Refreshed a new design system to reduce cognitive load.

Anutra Innovations *User Experience Designer*

Jan.2017 - Mar.2017

Anutra Innovations provides web app software for the training of healthcare professionals.

- Responsible for crafting a new experience for the web app. Conducted user research, interviewed employees to understand their needs.
- Conducted testing, implemented iterations and delivered final mockups with interactions for web application.

Landvision Design *Designer*

Jan.2017 - Oct.2017

- Visualized drawings by using sketch, photoshop to create high quality mockups.

<https://hiyafanwu.github.io/>

+1 650-885-1936

yafanwu007@hotmail.com

Los Angeles, CA

WHAT DESIGNER AM I

Customer obsessed
Business metrics focus
Data driven
Systematic thinking
Team player
Aesthetics

SKILLS

Design

Product strategy
Storyboarding/Persona
Wireframes and prototype
Journey mapping
Interaction/Visual design
Design library guideline

Research

Quantitative & Qualitative
Data tracking
AB testing
User surveys
Competitor analyses
Usability testing
User interviews

Tools

Figma/Sketch/Invision/Principle
Adobe CC
Google Docs/Keynote

EDUCATION

North Carolina State University

Master of Landscape Architecture
2016

Hubei Institute of Fine Arts

Bachelor of Landscape Architecture
2012