

JASSIE

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EDUCATION

University of Washington

M.S. in Science Technology Innovation(GPA:3.8/4.0)

Major courses: Design Thinking, User Research and Evaluation Studio, Software& Hardware design, Programming for Digital and Physical User Interfaces, Visual, Industrial and Interaction Design Studio, Building Effective Teams.

Bellevue, United States

Expected: March 2025

Chang'an University

B.A. in Architecture (GPA:3.5/4.0 - Top10%)

Xi'an, China

September 2016 – June 2021

PROFESSIONAL EXPERIENCE

Midea Group (Fortune Global 500)

UX Designer - Full Time

Foshan, China

July 2021 – September 2023

- **Product Designer.** Optimize the work order management experience for the field service coordinator. Led redesign of core features, such as Work Order Management, Asset Management, Scheduling, Inventory Management, Mobile Capabilities, etc., from problem scoping, user research iterations to launch. The design has improved the efficiency of work order processing by 15%, and the user's subjective satisfaction score has increased from 2.9 to 4.1.
- **System optimizer.** Defined and redesigned multiple B2B and B2C systems across different product lines, such as intranet, OKR System, marketing management platform, apartment portal, etc., align business and user goals through user research and data analysis, optimize system accessibility and usability to improve the daily work efficiency of system users.
- **User Researcher.** Formulate and execute user studies to support product design, development, and usability testing phases to optimize designs under limited resources.
- **Data Forager.** Reviewed the internal communication app's user behavior data regularly and shared insights with the product team to drive design improvements.
- **Cross-functional Coordinator.** Research industry trends, deliver advanced designs, and actively involve the users early in the design process, and address design issues in the development cycle.

IBM

UX Designer - Intern

Remote

January 2021 – February 2021

- Redesign travel systems. Collaborate with product teams to conduct semi-structured interviews and create wireframes to streamline the travel management experience for employees.

Hubei Provincial Museum

Project Designer - Part Time

Wuhan, China

October 2019 – May 2021

- Led the whole process of design and landing of the 14m*4m "Chinese Ancient Architecture Exhibition Wall" of the digital exhibition hall of Hubei Provincial Museum, which receives more than 2,000,000 visitors per year.

EXTRA CURRICULUM ACTIVITIES

Mixed Reality Technology (workshop)

Designer & Technologist

- Create a simple interaction in the virtual world with the real world by linking virtual information to physical data points through Hololens, Unity, and Arduino.

3D printing of robotic arm based on machine learning and AI (workshop)

Designer & Technologist

- Explored the application of image recognition and machine learning technologies to prevent deformations in 3D architectural printing materials caused by environmental temperature and humidity influences. Established a model image database with over 10,000 images and participated in training data models and validation.

ADDITIONAL INFORMATION

- **Design:** User Research, Data-driven design, Inclusive Design, Visual Design, Assisted Design, Emotional Design
- **SW/HW Tool:** Figma, Axure, Google Analytics, Adobe series, Sketch, Rhino, Arduino, Maya, Unity, Blender
- **Language:** English, Mandarin, Cantonese