

# Lancy Tan

San Francisco, CA | [lancytan97@gmail.com](mailto:lancytan97@gmail.com) | (415)-816-7260 | [lancytan.com](http://lancytan.com)

## EDUCATION

---

### Google Career Certificates

Jan 2023

UX Design Certificate

### University of California, Irvine

Jun 2022

Bachelor of Science (B.S.) in Software Engineering, minor in Informatics

## EXPERIENCE

---

### Lead UX/UI Design Intern / [Chillow](#)

Oct 2022 - Present

- Leading redesign of mobile onboarding to improve user retention rate by simplifying account creation and improving information architecture
- Spearheading Chillow's user research initiatives by developing a testing plan, managing participant relationships, and moderating testing sessions to find customer-centric solutions
- Collaborating cross-functionally with engineering, marketing, and sales teams to develop a product roadmap and determine design direction

### UX Designer / [Dreams For Schools](#)

Jan 2022 - Jul 2022

- Developed a web application that streamlined instructor assignment to K-12 classes, reducing their workload by 30 hours each season
- Identified and resolved issues with the legacy system through user research, such as heuristic evaluation, persona formation, and user journey maps
- Showcased launch-ready product and accompanying video presentation to sponsors at University of California, Irvine's 2nd Annual ICS Project Expo

### UX Designer / [Commit The Change](#)

Oct 2020 - Jun 2022

OC Habitats

- Digitized OC Habitats' form logging system by creating a desktop and mobile compatible application with a team of designers, engineers, and project managers
- Executed end-to-end design solutions by developing 20+ high fidelity wireframes and interactive prototypes using design systems, working within an agile development process
- Performed remote usability testing with customers using think-aloud protocol and utilized feedback to gain insight on user behaviors

Child Creativity Lab

- Designed an educational video platform for children ages 6-11 in partnership with Child Creativity Lab (CCL), a nonprofit that fosters creativity and problem solving in youth
- Owned feature design for video lesson pages by creating mockups on Figma and working with engineers to optimize design delivery
- Analyzed KPIs and success rates from 19 user testing sessions on Maze and generated insights to support hypotheses and ensure customer satisfaction

## TOOLS & SKILLS

---

**Tools:** Figma, Adobe XD, Maze, Jira, Git

**Programming:** HTML, CSS, React, Angular, JavaScript, Python, Java, C/C++, SQL