

Qinchi Chen

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734-548-7410

EDUCATION

University of Michigan 4.14/4.0

Expected Graduation: Dec 2022

M.S. in Information Science
(Human-Computer Interaction)

California College of the Arts

2015 – 2017

BFA in Graphic Design

Miami University

2010 – 2014

B.S. in Accounting

SKILLS

Project Domains

Fleet Service // B2B Service
// Gamification Design // Data
Visualization // Voice Assistant

Design Skills

Interaction & Graphic Design
// Wireframing // Prototyping
// User Research // Usability
Testing // Heuristic Evaluation //
Competitors Analysis // Design
Workshop Lead // Contextual
Inquiries // A/B Testing

Programming & Software

HTML & CSS // Python // SQL
// Java // C++ // Arduino //
Sketch // Axure // InVision //
Adobe Creative Suite // Figma

EXPERIENCE

General Motors • UX Designer

Shanghai, China // Apr 2019 – Dec 2020

- Led 5 designers and launched a membership system design project. Led design workshops and introduced a gamification approach. Built the prototypes, led the experimental visual design, supported the engineers with the product launching. Increased the daily active user from 200,000 to 250,000.
- Launched 7 iterations for two B2B products. Partnered with the product manager to identify the product goals, initiated user interviews, identified core problems, built system-wide solutions, established the component library, continuously iterated the prototypes to fit the changing user needs. Raised the number of users from 20 to 3000.
- Launched an AI voice assistance project. Built the visual interface prototype and guided the VUI design. Coordinated with the engineers and filled the gaps between the technical limitation and the user experience.
- Established a process that standardized the coordination between the design team and multifunctional teams. The process was estimated to save over \$30,000/year for the teams. The project management team has passed it for execution.

University of Michigan Hospital • UX Researcher & Designer

Ann Arbor, MI // May 2021 – Present

- Partnered with the administrator to set up the goals for redesigning the patient safety report system. Conducted user interviews and heuristic evaluations. Provided recommendations in the user research report. Delivered feasible prototype solutions based on priority. Earned the quality improvement fundings.

Adinnet (Design Agency) • UX Design Consultant

Shanghai, China // Sep 2018 – Mar 2019

- Led and delivered a mobile app prototype for Cosco Group's shipping activities. Conducted user research and competitive analysis, presented feasible design solutions, prototypes, project plans to the clients to get buy-in and build alignment.

XiangMei Information Technology • UI/UX Design Intern

Shanghai, China // May 2016 – Aug 2016

- Redesigned a social media App and unified the visual design.
- Created an IP character to enhance the brand identity.