

Yvonne, Hou

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Portfolio URL: https://yvonnehou98.github.io/YvonneHou_Portfolio/
Applying for 2020 summer intern / full-time starting from Jun.2020

2017.9 - 2020.6

University of California, San Diego

Cum. GPA: 3.75/4.0

Maj. GPA: 4.00/4.0

**B.S. Cognitive Science,
Human-Computer Interaction (HCI)
B.A. Interdisciplinary Computing & Art**

Design Tools & Methods:

Adobe Creative Suite, Figma, Sketch, Zeplin, Blender, Wacom;
Human-Center Design Thinking, Rapid Prototyping, Market Analysis,
User Research, A/B Testing, Information Architecture, Visual Design

Programming Tools & Languages:

HTML/CSS, Javascript, Java, Python, OpenCV, Drupal, Bootstrap

INTERNSHIP & RESEARCH

Product Interaction Intern | *Tezign Information Technology Co., Ltd.* 2019.8-10

- Identified user need & conducted competitor analysis on AI image recognition-based video generating function for E-Commerce store owners to create 15-30s short video per SKU on to-Business SaaS platform
- Designed prototypes and user flow to remove the video editing tech-barrier, lower the cognitive load by adding contextual design of scenario-based categories and providing AI-recommended templates
- Drafted Product Requirement Document, and made a demo that was presented to 170 corporate clients during POC (Proof of Concept) on Product Launch Conference

Undergraduate Research Assistant | *The Design Lab* 2019.9 - Present

- Collaborated with Dexcom company to improve user experience of continuous glucose monitoring (CGM) systems for diabetes management; conducted UX research by analyzing user interview scripts and internal user data provided
- Streamlined in-app troubleshooting process by designing & implementing an interactive self-diagnosed menu checklist to replace FAQ page text-reading, reduce customer-support call volume, and increases glucose data accessibility
- User tested on Type1 Diabetes users and revealed preference towards new design over phone calls, improved average score of System Usability Scale(SUS) from 62.14 to 86.43 (>68 considered above average), will be shipped in a year

Undergraduate Researcher | *UCSD ProtoLab* 2019.7 - Present

- Redesigned the website for D4SD, an annual civic design competition in the large San Diego Area
- Assisted PhD researchers on their CHI paper on civic engagement around data visualization, and created data visualization paper and interactive prototypes using JavaScript library D3.js
- Scraped data with Python from 6,525 comment threads and visualizations on 3 major newspapers websites, and analyzed approaches to classify data-centered talk and ways to scaffolded support on data literacy

Web Developer and Designer 2019.8 - Present

| *UCSD Jacobs School of Engineering, Office of Engineering & Computing, student worker*

- Built, updated, and optimized front-end on websites according to requests tickets from departments & affiliated labs using HTML, CSS, and Drupal 8 tool

UI/UX Design Intern | *HungryUS, iOS Delivery App in South CA* 2019.3 - 6

- Design order tracking page that better signifies delivery status by prioritizing most-relevant info and folded history
- A/B user tested the redesign and showed 23% reduction in time for user to make relevant actions, reflected on 3.0.1 version [in App Store](#)

INVOLVEMENT

Product Design Chair | *TripleC, largest student project-based incubator in UCSD* 2019.5 - Present

- Managed and coached student designers to collaborate with coders, PMs, and data-scientists in 10 agile teams and sharpened research, interface design, rapid prototyping & iterative testing skills with hands-on quarterly projects
- Outreached to alumni in the industry and local design community resources; held biweekly design critique meetings and invited full-time UI/UX designer from ServiceNow to give professional feedback

AWARDS AND HONORS

UCSD Provost Honor 2018.8 - Present for each quarter

Winning Team | *Pepper Canyon Mobility Hub DESIGNATHON (Design Hackathon)* 2019.4.6 -7

- Won \$1,000 for the design proposal submitted to San Diego Association of Governments (SANDAG)