Yvonne, Hou

yih267@ucsd.edu   (858)-736-7402   San Diego, CA
Portfolio URL: https://yvonnehou98.github.io/YvonneHou_Portfolio/
Applying for 2020 summer intern / full-time starting from Dec.2020

2017.9 - 2020.12
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&Testing, Information Architecture, Heuristic Evaluation

Programming Tools & Languages:
HTML/CSS, Javascript, Java, Python, OpenCV, Drupal, Bootstrap

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INTERNSHIP & RESEARCH

Product Interaction Intern | *Tezign Information Technology Co., Ltd.*   2019.8 - 2019.10
- Identified user needs & 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 as POC (Proof of Concept) that was presented to 170 corporate clients on the product launch

Undergraduate Research Assistant | *The Design Lab, UCSD*   2019.9 - Present
- Conducted UX research on improving user experience of continuous glucose monitoring (CGM) systems for diabetes management by analyzing user interview scripts and internal user data provided by diabetes industrial leader Dexcom
- Designed & implemented an interactive self-diagnose menu checklist to replace FAQ page text-reading, reduce customer-support call volume, and streamline in-app troubleshooting process
- User tested on Type1 Diabetes users and proved preference towards new design over phone calls, improved average score of System Usability Scale(SUS) from 62.14 to 86.43 (>68 is above average); product will be shipped in a year

Undergraduate Researcher | *UCSD ProtoLab*   2019.7 - Present
- Redesigned the main page of D4SD website, an annual civic design competition in the large San Diego Area
- Prototyped data visualization using JavaScript library D3.js to assist PhD on their research paper on promoting civic engagement around data visualization
- 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 cultivate mass public's data literacy

Web Developer and Designer   2019.8 - Present
| *UCSD Jacobs School of Engineering, Office of Engineering & Computing, student worker*
- Built, updated, and optimized website front-end according to requests tickets from affiliated departments & labs using HTML, CSS, and Drupal 8 tool

UI/UX Design Intern | *HungryUS, iOS Delivery App in South CA*   2019.3 - 2019.6
- Redesigned order tracking page that better signified delivery status by prioritizing most-relevant info and folded history, achieving 23% time reduction in A/B testing for user to make relevant actions, reflected on 3.0.1 version in App Store

INVOLEMENT

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 UIUX designer 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)