

YUE CHEN

Product Designer

yueux.com

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EDUCATION

M.S in Information - Human Computer Interaction

University of Michigan, School of Information

GPA: 4.0/4.0 | Aug 2015 - Aug 2017

Bachelor (Honors) in Information Science & Electronic Engineering

Zhejiang University, Chu Kochen Honors College

English Minor | Sep 2011 - Jun 2015

Summer Exchange at University of California Los Angeles | Aug 2014

WORK EXPERIENCE

UX Designer (Consultant) @Verizon

Basking Ridge, NJ | Dec 2017 - present

- Worked on Verizon's customer-facing app My Verizon; created mobile designs and user flows within the brand atomic design system while improving the design language
- Drive the design of Verizon's enterprise tool for chatbot - designed multi-modal app from requirement discussion, to UI creation and implementation in a crossfunctional Agile team, developed pattern library and keep iterating designs since the MVP launched in August

UX/UI Designer @JOOL Health

Ann Arbor, MI | May- Aug 2016

- Designed JOOL's web application for health and wellness, from user studies to hi-fi interactive prototyping and testing.
- Optimized information architecture of JOOL mobile app and developed content strategy for product's desktop transition

Design consultation - BA Intern @DigitasLBi

New York, NY | Sep 2017 - Apr 2017

- Worked on **Nissan Finance** mobile application, developed business and functional specs in an agile environment that tailored to the client profile
- Created animated prototypes and adapting wireframes; created design annotations for client delivery

Graduate Teaching Assistant - Graphic Design @U of Michigan

Ann Arbor, MI | 8 mo (2017/09 - 2018/04)

- Assisted in teaching grad-level Graphic Design and hands-on Adobe CC, creating course materials, providing design critiques and office hours

Product Intern, MailMaster app @NetEase (NASDAQ: NTES)

Hangzhou, China | Apr - Jul 2015

- Managed daily operations for the MailMaster App, increasing the number followers of its social channel from 800 to 7000
- Created user journey and wireframes of "Mail-as-a-service" initiative in partnership with external delivery companies
- Analyzed user feedback data bi-weekly to help drive product strategy

SKILLS

UX/UI User Journey | Wireframing | Interactive prototyping | Visual and motion design | UX Research | Branding | design system | Info visualization

Programming & Engineering Html, CSS, Javascript | C| Agile/Scrum | Machine Learning

Tools: Sketch app | Invision | Principle app | Adobe Creative Suite | Axure | Github | Zeplin | Jira

OTHER PROJECTS

UX Consultant Client: Odeum LLC

User Experience Design | Sep - Dec 2016

- Redesigned the teacher-faced platform of Odeum's educational game software
- Identified usability pitfalls via user research optimized the info architecture and features

UX Researcher Client: the Michigan Daily

Usability Consultancy | Jan - Apr 2016

- Assessed usability of Michigan Daily's News website and provided recommendations through interviews, surveys, comparative analysis, heuristics evaluation, and usability tests

Freelance UX/UI Designer

Client: Healthrise, SenseiHub, Boston Asian American Festival

AWARDS

CHI 2016 Student Design Competition

Dot-it

San Jose, CA | Sep 2015 - May 2016

- Collaboratively designed a self-manage app and wristband set for pregnant women to cope with nausea through behavioral-driven design process
- Awarded top 12 finalist of all projects; Presented poster at CHI 2016 Conference
- Paper published in ACM-CHI library

Grace Hopper Celebration Funding Award

Houston, TX | Oct 2016

- Attended GHC for women in tech with funds by Yahoo! after being selected by SI