Yvonne (Yiwen) Hou

User Experience Designer, Accessibility Advocate

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Education

Carnegie Mellon University   08/2021–08/2022
Master of Human-Computer Interaction, School of Computer Science
University of California, San Diego   09/2017– 06/2020
B.S. Cognitive Science, B.A. Interdisciplinary Computing and Art

Work Experience

ByteDance, IES Meta Enterprise Design Team
UX Design Intern   12/2020-04/2021
- Designed and tested TikTok DAU prediction platform, increased internal workflow efficiency by 46%
- Created 2 data visualization modules for the Semi Design System
- Collaborated with cross-functional teams to deploy 8 internal projects

Nanome Inc.
3D User Interaction and Design Intern   01/2020-11/2020
- Conducted contextual inquiry with computational chemists to streamline their daily workflow of calculating and modifying molecular structures in current 2D software
- Prototyped and created Unity Prefab of the docking plugin menu
- Facilitated VR user testing sessions and reduced the average docking task completion time by 20 minutes
- Designed internal analytic dashboard and aligned business priorities with stakeholders

Dexcom Inc. x UCSD Design Lab, Diabetes Design Initiatives
UX Researcher   09/2019-12/2019
- Curated research protocol and drove 6 sessions with Type 1 diabetic patients aged 8 to 79 using continuous glucose monitoring (CGM) devices
- Designed in-app troubleshooting for signal loss and reduced customer support call volume by 58%
- Increased average System Usability Scale (SUS) score from 62.14 to 86.43 (>68 is recommended)

Publication

McInnis, Brian, Leah Ajmani, Lu Sun, **Yiwen Hou**, Ziwen Zeng, Steven Dow. (2021). "Reporting the Community Beat: Practices for Moderating Online Discussion at a News Website." In Proceedings of the ACM 2021 conference on Computer Supported Cooperative Work (CSCW), pp. 1-25.
https://doi.org/10.1145/3476074

Award

Kellogg Design Challenge 2021 x Unilever, Full Stack Designer   11/2021
$6,000 awarded as second place winning team in world's largest MBA design challenge.

Skills

Design: Adobe Suite: AI, PS, XD, ID, Figma, Sketch, Miro, Mural, Blender; Rapid Prototyping, User Research, Usability Testing, Accessibility Audit, Service Design, Information Architecture, Heuristic Evaluation
Programming: HTML5, CSS3, JavaScript, Java, Python