

# YIWEN (YVONNE) HOU

PRODUCT DESIGNER, ACCESSIBILITY ADVOCATE

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San Diego, CA

## WORK EXPERIENCE

### ByteDance

UX Design Intern, Meta Enterprise Design (MED), 12/2020-04/2021

- Worked as the sole designer to ship **8** internal platforms in **5** months, including the TikTok DAU prediction platform, which increased Customer Effort Score (CES) from **2/7** to **6/7**.
- Collaborated with cross-functional teams throughout the product lifecycle—from defining product specifications to Design QA.
- Created **2** chart modules for the Semi Design System facing **100,000+** users.
- Led inclusive design workshops for SaaS products, and initiated accessibility bug-finding practices within a team of **50+**.

### Nanome Inc.

3D Interaction and Design Intern, 01/2020-11/2020

- Conducted contextual inquiry to streamline molecular docking task flow.
- Reduced the average task completion time by **72%** through designing 3D interfaces and facilitating VR user testing.

## PROJECT

### Accessible ride-sharing with autonomous vehicle x USDOT

Conversational Designer, 08/2021-Present

- Conceptualized voice-forward experience for vehicle controls into VoiceFlow prototype; facilitated user testing with vision impaired and wheelchair users.
- Designed rich-messaging widgets and micro-interactions for Voice User Interface.

### Augmentative and Alternative Communication (AAC)

CMU HCII Graduate Researcher, 01/2022-Present

- Moderated interviews and co-design sessions with AAC users with cerebral palsy to leverage more efficient input through head movements.

### Dexcom Inc. x The Design Lab

User Experience Researcher, 09/2019-12/2019

- Drove **6** research sessions with Type 1 diabetic patients aged **8 to 79**.
- Cut **34%** of the customer support call volume by designing and shipping in-app troubleshooting feature.
- Improved the average System Usability Scale (SUS) score from **62.14 to 86.43** (<68 is problematic).

## AWARD

### 2021 Kellogg Design Challenge x Unilever, IDEO

2nd Place (out of **120** teams), 11/2021

- **\$6,000** awarded in world's largest MBA design challenge.
- Strategized research; designed, built, and tested as a full-spectrum designer.

## 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 | Maj. GPA 4.0/4.0

B.S. Cognitive Science

B.A. Interdisciplinary Computing & Art

## SKILLS

### Design

ADOBE SUITE: AI, PS, XD, ID, AE

FIGMA / MIRO / MURAL

ACCESSIBILITY AUDIT

PARTICIPATORY DESIGN

CONVERSATIONAL DESIGN

SERVICE DESIGN

USER RESEARCH & TESTING

RAPID PROTOTYPING

INFORMATION ARCHITECTURE

HEURISTIC EVALUATION

### Programming

HTML5 / CSS3 / JAVASCRIPT

JAVA

PYTHON

## PUBLICATION

### "7 things I learned from Q&As with accessibility leads in big tech"

Selected by UX collective with **435K** followers

08/2021

### "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)

Received Impact Recognition Award (out of ~750 papers)

McInnis Brian, Leah Ajmani, Lu Sun, **Yiwen Hou**, Ziwen Zeng, Steven Dow.

10/2021