

YIWEN (YVONNE) HOU

PRODUCT DESIGNER, ACCESSIBILITY ADVOCATE

<https://yvonnehou.com/>

yiwenhou@andrew.cmu.edu

(858) 471-6550

WORK EXPERIENCE

ByteDance

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

- Designed TikTok DAU prediction platform from scratch, which reduced internal user effort by **55%** measured by Customer Effort Score (CES).
- Collaborated with cross-functional teams throughout the product lifecycle—from defining product specifications to Design QA to ship 7 internal platforms.
- Added 2 UI components to ByteDance's Design System facing **100,000+** users.
- Proposed accessibility bug-finding practices, and led inclusive design workshops for SaaS products within a team of **40+**.

Nanome Inc.

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

- Conducted contextual inquiry to streamline molecular docking task flow.
- Designed 3D interfaces and iterated via VR user testing, which reduced the average task completion time by **72%**.

PROJECTS

Augmentative and Alternative Communication (AAC)

Graduate Researcher, CMU HCII, 01/2022-Present

- Led interviews and co-design sessions with AAC user with cerebral palsy to improve screen navigation efficiency using head movements and eye-tracking.

Accessible Ride-sharing with Autonomous Vehicle x USDOT

Conversational Designer, CMU HCII, 08/2021-Present

- Conceptualized voice-forward experience for vehicle controls into VoiceFlow prototype; facilitated user testing with vision impaired and wheelchair users.
- Designed 7 rich-messaging widgets and micro-interactions for Voice User Interface.

Dexcom Inc. x UCSD Design Lab

User Experience Researcher, 09/2019-12/2019

- Led exploratory and usability research with 6 Type 1 diabetic patients aged 8 to 79.
- Designed and shipped in-app troubleshooting feature, which reduced the customer support call volume by **34%** and 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

- Increased the sustainability of Vaseline packaging as a full-spectrum designer.
- Won **\$6,000** in world's largest MBA design challenge.

EDUCATION

Carnegie Mellon University, School of Computer Science

08/2021-08/2022

Master of Human-Computer Interaction

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

Interaction Design
Accessibility Audit
Participatory Design
Conversational Design
Service Design
User Research and Testing
Rapid Prototyping
Information Architecture
Heuristic Evaluation
Wireframe

SOFTWARE

Adobe Suite: Illustrator,
Photoshop, XD, InDesign
Figma / Sketch
Miro / Mural
Arduino
Blender
HTML5 / CSS3 / Javascript
Java
Python

PUBLICATIONS

"7 Things I Learned from Q&As with Accessibility Leads in Big Tech"

Selected by UX Collective with **435K**
followers on Medium

08/2021

"Reporting the Community Beat: Practices for Moderating Online Discussion at a News Website."

Accepted by 2021 ACM conference CSCW.

Received Impact Recognition Award

(out of **~750** papers)

10/2021