YIWEN (YVONNE) HOU
PRODUCT DESIGNER

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WORK EXPERIENCE

Cisco
Product Designer (Contract), Enterprise Networking & Cloud(ENUX),08/2022-Present

- Revamped and validated the workflow design for cloud network engineers to configure and centrally manage virtual machines, impacted **$13M** customers.
- Led topology map design for network service chain from requirement definition to pixel-perfect UI adhering to design system and accessibility standards.

TikTok
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 cross-functionally from defining product specifications to Design QA to ship 7 internal platforms.
- Initiated and led inclusive design workshops for SaaS products within a team of **40+**.
- Added 2 UI components to ByteDance's Design System facing **100,000+** users.

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

- Designed 3D interfaces and iterated via VR user testing, which reduced the average task completion time for computational chemist by **72%**.

PROJECTS

Augmentative and Alternative Communication (AAC)
Graduate Researcher, CMU HCII, 01/2022-05/2022

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

Accessible Ride-sharing with Autonomous Vehicle x USDOT
Conversational Designer, CMU HCII, 08/2021-01/2022

- Prototyped voice-forward experiences for vehicle controls into VoiceFlow.
- Designed 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

- 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

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