

YIWEN (YVONNE) HOU

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USER EXPERIENCE DESIGNER, ACCESSIBILITY ADVOCATE

WORK EXPERIENCE

UX Design Intern

ByteDance, IES Meta Enterprise Design Team / 2020.12 - 2021.6

- Optimized user experience of enterprise platforms for TikTok, increased internal workflow efficiency by 46% ;
- Collaborated with cross-functional teams to clarify user needs and align business priorities;

3D User Interaction and Design Intern

Nanome Inc. / 2020.1 - 2020.11

- Streamlined user flow on Virtual Reality software to help computational chemists visualize and modify molecular structures;
- Created Unity Prefab of the Plugin Menus;
- Host vr session prototype critiques; observed customer usage and iterated;

Product Intern

Tezign Information Technology Co., Ltd. / 2019.8- 2019.10

- Conducted toB product competitor analysis and wrote Product Requirement Document (PRD);
- Prototyped AI-driven short video generating SaaS platform; made Proof of Concept to present to 170 corporate clients on the product launch;

UX Researcher

The "Diabetes Design Initiatives"

Dexcom Inc. x The Design Lab, UC San Diego / 2019.9 - 2019.12

- Conducted UX research using ethnographic method to improve user experience of continuous glucose monitoring (CGM) systems for diabetes management;
- Designed an interactive in-app self-troubleshooting panel when experience signal loss, reduced tech-support call volume by 23%;
- Drove usability testing and A/B Testing on Type-1 diabetes patients; improved average System Usability Scale (SUS) score from 62.14 to 86.43 (>68 is above average); product shipped in a year;

Research Assistant

ProtoLab: Principle Instructor: Dr. Steven Dow, Dr. Brian McInnis / 2019.7 - 2020.9

- Scraped data with Python from 6,525 news comment threads and data visualization;
- Recruited 57 participants, prepared test plans & screeners, and drove pilot studies;
- Publication: Brian McInnis, Leah Ajmani, Lu Sun, **Yiwen Hou**, Ziwen Zeng, and Steven P. Dow. 2021. Reporting the Community Beat: Practices for Moderating Online Discussion at a News Website. Proc. ACM Hum.-Comput. Interact. 5, CSCW2, Article 333 (October 2021);

Front-End Web Developer

Jacobs School of Engineering, UC San Diego / 2019.8 - 2020.3

- Built and maintained the department websites using HTML, CSS, and Drupal 8;

EDUCATION

Carnegie Mellon University

2021.8 - 2022.8

Master of Human-Computer Interaction,
School of Computer Science

University of California, San Diego

2017.9 - 2020.6 | Maj. GPA 4.0/4.0

B.S. Cognitive Science,
Human-Computer Interaction (HCI)
B.A. Interdisciplinary Computing & Art

SKILLS

Design Tools & Methods

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

FIGMA / SKETCH / ZEPLIN

BLENDER

HUMAN-CENTERED DESIGN THINKING

RAPID PROTOTYPING

MARKET ANALYSIS

USER RESEARCH & TESTING

INFORMATION ARCHITECTURE

HEURISTIC EVALUATION

ENTHNOGRAPHIC STUDIES

Programming

HTML5 / CSS3 / JAVASCRIPT

JAVA

PYTHON

AWARD

\$6,000 awarded by Unilever |
Kellogg Design Challenge Second Place
2021.11.13