

WORK EXPERIENCE

HappyOrNot UX Designer

09/2016 - 09/2017 Tampere, Finland

HappyOrNot is the first and leading company in customer satisfaction level reporting. Its global customers include Microsoft, Walmart, and McDonald's.

Led the redesign of the company's core service—instant feedback reporting system and successfully raised the service's retention rate by 20%. I took full accountability of the whole design process which covers in-depth interview, contextual inquiry, prototyping, testing, visual design and front-end coding.

Tencent UI Designer

07/2010 - 05/2011 Shenzhen, China

Tencent is China's largest gaming and social media provider. It's also among biggest and most valuable internet and technology company in the world.

Worked closely with PMs and the development team to redesign the company's core products ranged from social media to online gaming to fit international users' needs. My daily design activities included tasks analyzing, prototyping, testing, interaction design, visual design and motion design.

Nokia Research Center UI Intern

02/2011 - 07/2011 Beijing, China

Built novel mobile UI concepts and motion demos ranging from crowdsourcing services to AR games. Conducted focus group, participatory design, and user testing while fast ideating and iterating the design concepts.

Helsinki International Airport Service Design Trainee

04/2014 - 09/2014 Helsinki, Finland

Prototyped, assessed, and iterated over 20 service design concepts for smoothing international passengers' transferring experience at the airport.

EDUCATION

Carnegie Mellon University Pittsburgh, PA

2017-2018 Master of Human-Computer Interaction

Aalto University Helsinki, Finland

2012-2016 Master of Industrial and Strategic Design

Sun Yat-sen University Guangzhou, China

2007-2011 Bachelor of Art and Design

PUBLICATION

Chinese Preschoolers as Design Partners -- Lessons Learned

Proceedings of the 2017 CHI Conference Extended Abstracts on Human Factors in Computing Systems

Learning in Role Playing: An Ethnographic Study on Chinese Children Towards a Novel Educational Game Model

Open Design for E-very-thing. Cumulus Association, Aalto University. 2016

HONORS

Golden Prize of **Vuoden Huiput (Finnish Best of the Year Award)** 2014

2nd Prize of **Apple College Students Application Development Competition** 2011



Jinping Liu.

User Experience Designer

📍 Pittsburgh, Pennsylvania

PORTFOLIO

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TOOLS

Adobe Suite

Sketch

Invision

Axure

Balsamiq

Justinmind

Aftereffects

Principle

RESEARCH

Ethnography

Contextual Inquiry

Affinity Diagram

In-depth Interview

Task Analysis

Participatory Design

Usability Test

CODING

HTML+ CSS

Javascript & jQuery

Java (Basic)

GitHub

OpenFramework

Arduino

LANGUAGES

English (Fluent)

Chinese (Native)