Alex(Tze-Yu) Chen

(206) 535-3070

alxtychen@gmail.com

Portfolio: byalexchen.com

Product Designer with a background in research and engineering.

EXPERIENCE

HCI Researcher & Designer / University of Washington

Aug. 2023 – Present / Seattle, WA, USA

- Led a 3-person team to design major user flows of Project Sidewalk, a crowdsourcing platform aimed at gathering accessibility data for urban streets. The platform was deployed in 11 cities worldwide
- Explored how to transform research papers into digestible formats for designers with generative AI, improving the utilization of academic papers

UX Designer / BORING Design Lab

Oct. 2022 – May. 2023 / Taipei, Taiwan

- Led the end-to-end UX design of Taishin Bank's credit card reward system. Increased monthly active users by ~700% through redesign
- Hosted workshops with cross-functional teams(PMs, engineers, and other stakeholders) to facilitate ideation and design decisions

User Experience Intern / Office of the Digital Minister

Jul. 2021 – Aug. 2021 / Taipei, Taiwan

- Redesigned the Taipei City Public Daycare Application Portal. Delivered WCAG-compliant design and increased System Usability Score from 58(25th percentile) to 85(96th percentile)
- Led a team of 4 interns throughout the design process. Worked with stakeholders from the city government to deliver feasible designs

UX Designer / Horizone Studio

Jul. 2020 – Nov. 2020 / Hsinchu, Taiwan

- Designed the 0-to-1 digital interface for Dent&Co, Taiwan's first dentist reservation and review platform, gaining 140K+ registered users in 2 years
- As the UXD lead, conducted interviews, surveys, and co-design workshops to inform product decisions and enhance stakeholder satisfaction

SELECTED PROJECTS

Crumbz: Multimodal Language Learning for Couples

Interaction Designer & Lead Researcher / Mar. 2024 – Aug. 2024

- Designed and led research for Crumbz, an LLM-powered, interactive language-learning service for multilingual couples
- Conducted dyadic interviews with 16 participants. Led ideation sessions, proposed ubiquitous interaction methods, and designed multimodal UIs

Mix-methods Study on AI Chatbot Guidance Design

Researcher and 3rd Author / Nov. 2022

- Conducted mixed-method studies on chatbot interaction to identify the optimal timing and principles of providing guidance during the use of task-oriented AIs.
- Co-authored research published at CHI '22, receiving an honorable mention for the Best Paper Award

EDUCATION

Master of HCI + Design

University of Washington
Aug. 2024 / Seattle, WA, USA

B.B.A. in Management Science
B.S. in Computer Science

National Yang Ming Chiao Tung University
Jan. 2023 / Hsinchu, Taiwan

SKILLS

Design

Information Architecture
Design System
Journey Mapping
Codesign Workshop
Wireframing
Behavioral Design

Research

Interview
Survey
Contextual Inquiry
Usability Testing
Concept Testing
Thematic Analysis
Coding

Prototyping

Figma
ProtoPie
Storyboarding
Physical Prototype
HTML/CSS/JavaScript
Python
Unity/C#
Arduino
3D Printing/Laser Cutting