

Alison Chen

Product Designer

ChenAlison.com

Enyu.Alison.Chen@gmail.com

linkedin.com/in/ealisonchen

858.914.6066

Education

University of California San Diego

B.S. Cognitive Science — Human Computer Interaction

Expected: June 2021

GPA: 3.6 (Provost Honors)

Activities: TEDxUCSD (Visual Designer), TASA at UCSD (Brand Designer), Triple C (UX Designer)

Experience

BD (Becton Dickinson)

— **Interaction Design Intern**

Oct 2019 - Present (San Diego, CA)

- Redesigning a cloud-based interface that integrates two customer service platforms.
- Improve the workflow and decrease platform changes for 1500+ technical support engineers.

— **UX Design Intern**

June 2019 - Sept 2019 (San Diego, CA)

- Collaborated with product and engineering to design a proactive tool for an internal customer support platform that is expected to decrease customer support submissions.
- Presented to the BD President of Medical Management Solutions and other key stakeholders which led to approval of the web app getting shipped (currently in progress).

Nimber Inc. — UI/UX Designer

Sept 2018 - Oct 2019 (La Jolla, CA)

- Designed the user experience of a facial recognition application which is expected to improve the event sign-in process and connect event participants.

UCSD Jacobs School of Engineering — Web Developer

Sept 2018 - June 2019 (La Jolla, CA)

- Utilized HTML, CSS, JavaScript, Drupal to design, develop, and manage content for 30+ responsive websites. Increased website traffic by 50 percent.

Microprogram — UX Research Intern

July 2018 - Aug 2018 (Taichung, TW)

- Conducted user research, usability testing, and analyzed information on how users interact with products and services which influenced product directions.

Leadership

Design Co — Industry Relations Coordinator

Jan 2019 - Present

- Building the largest design community at UCSD by leading talks and interactive workshops that attract an average of 80 -150 attendees.
- Leading calls to establish partnerships with companies (Facebook, Intuit, Sony, HP, etc).
- Hosting industry workshops (Facebook Product Design Talk, ServiceNow Info Session) to foster growth in students by exposing them to industry opportunities.

Tools

Design — Figma, Sketch, Origami, InVision, Axure, Adobe CC (XD, Illustrator, Photoshop)

Programming — HTML, CSS, JavaScript, Drupal, Java

Skills

Product Thinking, Interaction Design, Visual Design, Wireframing, Rapid Prototyping, Usability Testing, Heuristic Evaluation, Information Architecture, Front-End Development, Agile