

Becky (Yi-Chen) Chen

Austin, TX | becky00635@utexas.edu | ycbchen.com | 1.737.230.6715

EDUCATION

University of Texas at Austin, Austin, Texas

May/2020

Master of Science in Information Science

Focus: User Experience Research/Design (UX Research/Design)

National Chung Cheng University, Chiayi, Taiwan

June/2017

Bachelor of Science in Psychology

EXPERIENCE

Express Scripts

May/2019 - Aug/2019

Accessibility Research Intern

- Facilitated accessibility user testing with screen reader users who are blind to gain feedback on digital products. Analyzed data from the sessions, developed report with enhancement recommendations.
- Performed heuristic evaluation for digital experiences and classified accessibility issues into different severity in terms of WCAG violation and task failure.
- Executed manual and automated accessibility testing using a variety of tools to promote inclusive design.

Center for Research in Cognitive Science

July/2017 - Apr/2018

Research Assistant

- Published seven studies discussing issues about face processing and memory in over five academic conferences.
- Collaborated on a multidisciplinary research project with Behavioral Informatics & Interaction Computation Lab to identify possible brain areas related to different face processing tasks.

Visual Cognition Laboratory

May/2016 - June/2017

Project Assistant

- Initiated a proposal sponsored by Ministry of Science and Technology in relation to facial recognition; designed behavioral experiments, created programs, analyzed data and produced case report.
- Utilized General Linear Model by MATLAB to differentiate critical brain areas across age groups.

SKILLS

- **Tools:** Adobe XD CC, Sketch, Figma, InVision, R, SPSS, Python, Qualtrics, Adobe Analytics, JAWS, JAWS Inspect, MATLAB, Excel, HTML, CSS, MySQL, PHP, Tobii, E-prime
- **Research:** Qualitative data analysis, Quantitative data analysis, Accessibility research, Generative research, Formative research, Survey, Interview, Contextual inquiry, Prototyping, Usability testing, Agile, Wireframing, Eye tracking, Personas, User journey maps, Card sorting, Competitive analysis, Data visualization

PROJECTS

HomeAway, Austin, Texas

Jan/2019 - May/2019

- Implemented eye tracking technique to create heat map showing crucial searching areas in regard to online comments.
- Conducted survey to prioritize affecting factors of high-level concept of trust within peer-to-peer economy.

University of Austin at Texas at College of Education, Austin, Texas

Jan/2019 - May/2019

- Directed one on one interview to understand the present procedure and tools of assessing dyslexic students.
- Proposed design principles in response to user needs and better inform reiteration of the prototype.

Texas Department of Transportation, Austin, Texas

Sep/2018 - Dec/2018

- Led usability testing to anchor user's pain points on current website and further explore travel behaviors.
- Generated 4 stages of actionable recommendations to help TxDOT bridge the gap between public and government.