

# Chin Chia (Claire) Chang

A UX Designer with more than 2 years of experience. I have worked on different problem areas, including work force (B2B), e-commerce (B2C), and education.

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## PROFESSIONAL EXPERIENCE

### UX Designer, MasterCard (via Saggezza)

Nov 2021 – Present

- Create design system components, patterns, guidelines and documentation for a data visualization platform.

### User Experience Intern, Indeed

Jan – May 2021

- Collaborated with a Sr. User Researcher to conduct research that evaluates Job Seeker Ads design options to improve usability across platforms.
- Designed and pipelined the survey, analyzed the findings with internal data and presented to different teams to inform design decisions.

### Product Designer Intern (B2B SaaS), AU Optronics

Jul – Aug 2020

- Worked as the only designer collaborating with engineers and introduced UX mindset to improve experience for a maintenance dispatch software system.
- Implemented end-to-end design process, including translating user research insights and functional requirements into design decisions, and iterating and presenting design concepts using wireframes, mockups, and prototypes with the team and stakeholders.
- Contributed to the design system and design process with unified UI components.

### User Experience Designer (eCommerce), GoodLife Technology

Oct 2016 – Apr 2019

- Pioneered the redesign of an e-commerce website with SEO optimization, ranking on the 1<sup>st</sup> page of Google results with popular product keywords.
- Collaborated with a cross-functional team to implement the website to improve usability and build scalable front-end website.
- Assimilated user research findings, digital ad results, and comparative analysis to identify product and user needs.

## SELECTED PROJECTS

### Web Developer, Soft UI CSS Generator

Sep 2020, <https://softui.info/>

- Developed a JavaScript web app to generate HTML and CSS code from visual indicators.
- Worked as a front-end developer to implement end-to-end design process.

## EDUCATION

### University of Texas at Austin

M.S. Information Science  
(UX/HCI)

### Related Course

Human-Computer Interaction,  
Usability, Rapid Prototyping and  
Lean UX, Human-AI Interaction,  
Machine Learning, VR/AR

### National Taiwan University

B.S. Psychology

## SKILLS

### Design

Wireframe, Prototype,  
Storyboard, Interaction Design,  
Information Architecture,  
Workflow, Design Iteration

### Research

Interview, Survey, Contextual  
Inquiry, Affinity Diagram,  
Quantitative Analysis,  
Qualitative Analysis, Persona,  
Journey Map, Usability Testing,  
A/B Testing, Heuristic Evaluation

### Tools

Sketch, Figma, InVision, Adobe  
XD, Illustrator, Photoshop,  
InDesign, Zeplin, Miro, Qualtrics,  
UserTesting.com, Google  
Analytics

### Techniques

HTML, CSS, JavaScript, React.js,  
Python, WordPress, Bootstrap