

Chin Chia (Claire) Chang

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

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EXPERIENCE

MasterCard / UX Designer

Nov 2021 – Present

- Create design system components, patterns, guidelines and documentation for a data visualization platform.
- Collaborate with a cross-functional team in a scaled Agile framework environment.

Indeed / User Experience Intern

Jan 2021 – 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.

AU Optronics / Product Designer Intern

Jul 2020 – Aug 2020

- Worked as the only designer collaborating with engineers and introduced UX mindset to improve experience for a maintenance dispatch software system (B2B SaaS).
- 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.

GoodLife Technology / User Experience Designer

Oct 2016 – Apr 2019

- Pioneered the redesign of an e-commerce website with SEO optimization, ranking on the 1st 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.

EDUCATION

University of Texas at Austin

M.S. Information Science

National Taiwan University

B.S. Psychology

SKILLS

Design & Research

Wireframe, Prototype, Storyboard, Interaction Design, Information Architecture, Workflow, Design Iteration, Persona, Journey Map, Usability Testing, A/B Testing, Heuristic Evaluation

Tools

Sketch, Figma, InVision, Adobe XD, Zeplin, Miro, Qualtrics

Techniques

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

PROJECT

Soft UI CSS Generator

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

Developed a JavaScript web app to generate HTML and CSS code from visual indicators.