

Chin Chia (Claire) Chang

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EDUCATION

University of Texas at Austin

GPA 4.0, Aug 2019 – Present

M.S. Information Studies (UX/HCI)

Related Course

Human-Computer Interaction, Usability, Rapid Prototyping and Lean UX, Human-AI Interaction, Introduction to Machine Learning, Virtual Environments

National Taiwan University

GPA 3.82, Sep 2011 – Jun 2016

B.S. Psychology

Certificate in Communication

SKILLS

Design

Wireframing, Prototyping, Storyboarding, Information Architecture, Interaction Design, 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, Framer, InVision, Adobe Suite, Illustrator, Photoshop, InDesign, Zeplin, Qualtrics, Google Analytics

Techniques

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

PROFESSIONAL EXPERIENCE

User Research Intern, Indeed

Jan 2021 – Present

- Research how job seekers perceive advertisements and deliver insights and recommendations for improvements.

UX Design Intern, AU Optronics

Jul – Aug 2020

- Conducted user research for maintenance dispatch software system and present insights, designed concepts and solutions to the team.
- Collaborated with a team of engineers to iterate wireframes and prototypes using Figma, Illustrator, and Photoshop.
- Unified and defined design guidelines and components such as data table.

Web Designer, Butler School of Music, UT Austin

Feb – Jun 2020, reflectiverhythms.com

- Designed and built a WordPress website for children to listen to podcasts and learn more about music.

UX/UI Intern, OH!Bot Technology

Apr – Jun 2020

- Created a mobile design minimum viable product (MVP) for a SaaS website based on the insights from heuristic evaluation and cognitive walkthrough.

Student User Researcher, UT Registration Usability Assessment

Sep – Dec 2019

- Conducted user interview, usability testing, and survey, and synthesize both qualitative and quantitative data to develop insights and created user journey map to identify pain points.
- Analyzed 7 registration tools and process, delivered assessment report and design recommendations to stakeholders.

SELECTED PROJECTS

Soft UI CSS Generator

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

- Developed a JavaScript web app to generate CSS code from visual indicators
- Implemented project end-to-end from UX design to front-end code

Wo-op, Career Development App for Women of Color

Nov 2019, 1st Place in Design-a-thon at Austin Design Week

- Designed an app that helps women of color in the tech industry to achieve self-improvement goals and match mentor with mentees.
- Conducted 9 user interviews and a survey, defined 2 personas and user journey maps, and implemented usage scenarios to storytell the prototypes.