Eileen Chen

`product designer x engineer`

www.eileenzchen.com
ezch09@gmail.com
(240) 481-0447
linkedin.com/in/eileenzchen

About Me

Not your average designer—my skills lie in product design, engineering, and cross-team collaboration. As someone who's designed and coded digital experiences, I can empathize with dev teams and understand tech requirements to ensure shippable, high-quality designs.

Experience

Capital One, Software Engineer

San Francisco | Aug 2021 - present

- Implemented new components and user flows for a cohesive and accessible search experience on capitalone.com
- Developed and launched several machine learning and A/B tests with Adobe Target for Capital One's homepage, digital hub, and blog
- Cross-collaborated with 15+ stakeholders across design, brand, and product to launch a redesigned article layout for capitalone.com
- Automated changes in ownership for the data management system, creating different experiences for varying levels of leadership

Fitvio, Head of Design

Remote | Oct 2020 – Feb 2021

- Designed Fitvio's brand guidelines and socialized them with the team to establish a cohesive brand identity
- Built a user onboarding prototype for the Fitvio web app
- Evangelized human-centered design with the team through persona and customer journey workshops
- Created Fitvio's product roadmap with co-founders

CMU HCI Institute, Research Assistant

Pittsburgh | Jan – May 2019

- Designed and playtested a Unity desktop game based on social efficacy theory to promote positive cybersecurity behaviors
- Published a paper in the Association for Computing Machinery in collaboration with the PhD researcher and engineer

Projects

Weee!, Product Researcher & Designer

San Francisco | Apr – Jun 2023

- Redesigned the Weee! mobile app's grocery purchasing journey to inspire shoppers and drive increased e-grocery sales
- Created moments of surprise and delight during checkout, using AI to personalize and generate add-on grocery items

Education

Carnegie Mellon University
B.S. Information Systems
Minor Human-Computer Interaction
Aug 2017 – May 2021
GPA: 4.0 / 4.0

Skills

Interaction Design
User Experience Design
Interactive Prototyping
Visual Design
User Research
Service Design
AI Design
Accessible Design
Design for Social Good
Storytelling
User Testing

Tools

Figma
Illustrator
InDesign
Balsamiq
Pen & Paper
HTML / CSS
Javascript

Awards & Certificates

AWS Solutions Architect Certification
CMU Presidential Scholarship
Phi Beta Kappa Honor Society
Alpha Iota Delta Honor Society
Andrew Carnegie Scholar
CMU Outstanding Female Award
Senior Leadership Recognition