

Eva Chen

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734-548-7410

EDUCATION

University of Michigan

Graduation: 2023

Master of Science

Human-Computer Interaction

California College of the Arts

Graduation: 2017

Bachelor of Fine Arts

Graphic Design

Miami University

Graduation: 2014

Bachelor of Science

Accountancy

SKILLS

Design

SaaS // B2B // Design System

// Responsive Web // Mobile

App // Data Visualization //

Prototyping

UX Research Skills

Usability Testing // Heuristic

Evaluation // Competitive

Analysis // Contextual Inquiries

// User Interviews // Survey //

A/B Testing // Rapid Iterative

Testing and Evaluation

Programming & Software

Python // SQL // HTML & CSS //

Java // C++ // Arduino // Sketch

// Axure // InVision // Adobe

Creative Suite // Figma

EXPERIENCE

T-Mobile • Product Designer

Bellevue, WA, United States // 2023 – Present

- Redesigned the Privacy Center in partnership with Compliance, Legal, Product Managers, and Engineers to elevate T-Mobile's digital standards and safeguard user privacy, guaranteeing transparent understanding and exercise of user rights to minimize legal risks.

Indeed.com • UX Design Intern

Seattle, WA, United States // 2022

- Led an end-to-end design project focused on connecting users to relevant jobs, resulting in a seamless experience that motivated users to update their Indeed profiles. Identified user problems, developed innovative solutions, and rapidly prototyped and iterated on designs based on user feedback and data insights.

University of Michigan Hospital • UX Research Intern

Ann Arbor, MI, United States // 2021 – 2022

- Addressed surgical safety report system challenges by conducting contextual inquiries, usability testing, and heuristic evaluations.
- Collaborated with hospital administration to prioritize project direction, developed accessible web prototypes, and optimized staff efficiency. Successfully secured funding for further development.

General Motors • Product Designer

Shanghai, China // 2019 – 2021

- Led the comprehensive redesign of the Fleet Service Platform (FSP), organizing the information structure to meet current user needs, which boosted the platform's revenue to account for 50% of department earnings.
- Spearheaded the design and iterations of an internal tool on both mobile and desktop platforms. Established and maintained the design system. Coordinated with the project manager to strategize and adapt to evolving user needs, increasing the user base from 20 to 3,000.
- Coordinated with the engineering team and adjusted design elements under technical constraints, showcasing flexibility and problem-solving skills to ensure the design met technical requirements.

Adinnet Design Agency • UX Design Consultant

Shanghai, China // 2018 – 2019

- Designed, tested, and refined a cargo shipping tool for the world's 2nd largest ocean shipping company.