Eva Chen

evachendesign.github.io
evachenqcc@gmail.com
734-548-7410

EDUCATION

University of Michigan
Graduation: Dec 2022
Master of Science
Human-Computer Interaction

California College of the Arts
Graduation: Dec 2017
Bachelor of Fine Arts
Graphic Design

Miami University
Graduation: May 2014
Bachelor of Science
Accountancy

SKILLS

Design
Interactive Design // Mobile App // Responsive Web // Agile // Design System // Design Workshop Leading // 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

Indeed.com • UX Designer
Seattle, WA, United States // May 2022 – Aug 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.
- Collaborated with data science and design teams to refine design concepts and effectively presented project progress to stakeholders.

University of Michigan Hospital • Product Designer
Ann Arbor, MI, United States // 2021 – 2022

- Addressed patient 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 a team of designers in developing a membership system, increasing daily active users by 25%. Facilitated design workshops, proposed and delivered innovative solutions, and collaborated with engineers throughout the development process.
- 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, resulting in a user base increase from 20 to 3,000.
- Developed a mobile and VUI prototype for an AI voice assistance project, effectively collaborating with engineers to bridge technical limitations and enhance user experience.
- Implemented a process standardizing coordination between design and cross-functional teams, saving over $30,000 annually.

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. Presented to clients and stakeholders, effectively communicating design rationale and achieving buy-in. Demonstrated collaboration skills and adaptability in addressing feedback and aligning with clients' expectations.