

Mei Chai

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SUMMARY

UX Designer with a solid track record in user research and interaction design seeking to leverage hands-on experience in diverse projects. Expertise in gathering comprehensive user insights to inform design decisions and enhance user experiences across platforms. Noteworthy accomplishments include optimizing user journeys for an education platform, which increased user satisfaction significantly, and successfully leading interface design for social media applications. A reliable designer ready to contribute to creating effective and user-friendly web and mobile interfaces.

SKILLS

Skills: User-Centered Design, Interaction Design, Prototyping, Usability Research & Testing, User Research & Analysis, Wireframing, Information Architecture Design, Collaboration, Brand Guidelines

Tools: Figma, Protopie, Maze, Touchdesigner, Arduino, Unity, Stable Diffusion, Dify

WORK EXPERIENCE

Liba Space

California, United States

Lead Interaction Designer (Remote)

Nov 2024 to Present

As the lead designer on the project, I was responsible for overseeing the entire design process **CrackInterview.ai** and **Jobnova.ai**,—from research to final delivery. I led the interaction and UX strategy while collaborating with a design intern, who supported visual design tasks such as UI polish, posters, and marketing assets.

- Led interaction and user flow design for core features including job matching, AI mock interviews, and result feedback.
- Conducted user research and competitive analysis to identify pain points and inform feature prioritization.
- Designed conversational flows for AI interviewers, ensuring natural, role-specific dialogue styles.
- Conducted usability testing and iterated designs based on real user behavior.
- Helped build AI-driven job matching and interview simulation features that connected users with relevant roles and actionable feedback.

CRRC Qingdao Sifang Rolling Stock Research Institute Co., Ltd

Qingdao, China

Interaction Designer Internship

Aug 2024 - Sep 2024 · 2 months

Optimized user research processes for the subway maintenance system app and backend, conducting interviews and observations to gain insights into user pain points and challenges.

- Improved maintenance workflow by streamlining processes and task allocation, driving efficiency and effectiveness.
- Enhanced system's visual design to reduce user stress and enhance satisfaction, thus improving the overall user experience in alignment with user-centered design principles.

Beijing Smart Walnut Education

Beijing, China

User Research Specialist

Dec 2019 - Jun 2022 · 2.5 years

Led user research projects and conducted usability testing for the online education platform, developing user personas, user journeys, and product testing strategies to inform design decisions.

- Developed product optimization recommendations from analysis of user behavior, generating tangible business results in terms of product usage and engagement.
- Enhanced user data collection methods along the customer journey, resulting in more personalized user experiences and informed product evolution.
- Codified and disseminated user research findings that promoted a user-centric culture, aligning products with user needs through better cross-team collaboration.
- Conducted extensive user research for Walnut Programming, enabling the optimization of 50+ learning paths for children that significantly improved study effectiveness and decreased errors.
- Analyzed purchasing behavior and launched new product features tailored to key criteria, driving a 30% increase in sales by understanding parental priorities and requirements.

Sohu (Leading Chinese Technology Company)

Interaction Designer

Beijing, China

Nov 2015 - Dec 2019 · 4 years

Responsible for the interaction design of Sohu's social media platform (Huyou) with a key focus on feed streams and instant messaging modules.

- Designed interaction elements for Sohu's social media platform (Huyou), focusing on feed streams and instant messaging modules, which enhanced user engagement
- Independently designed Sohu Moke from scratch, which reached 3,000+ daily active users after launch.
- Successfully updated Sohu's user account system and restructured the user database enabling the merge and consolidation by real-name accounts.
- Participated in defining, maintaining, and executing the guiding principles and standards for interaction design.

Beijing Dola Technology

Chief Designer

Beijing, China

Jun 2015 - Sep 2015 · 3 months

Responsible for the entire design flow from product requirements to product demo and implementation, as well as brand visual identity and marketing materials.

- Led the design flow from product requirements to product demo and implementation using Figma and Touchdesigner, enhancing product usability and brand consistency
- Supported marketing and operations, ensuring the successful launch of a digital solution for small supermarkets, which improved operational efficiency and customer engagement

Eims

UI Designer

Shenzhen, China

Oct 2013 - Jun 2015 · 2 years

Responsible for UI design for 20+ client projects (e.g., cloud computing, brand website, application, e-store, WeChat mini-program) and coordinated product development and execution.

- Designed UI for 20+ client projects, including cloud computing and e-commerce platforms, using Figma and Protopie. Coordinated product development and execution to enhance user experience
- Conducted user studies and analyzed design trends to inform UI decisions, resulting in improved user engagement and satisfaction

EDUCATION

Politecnico di Milano

Master of Science, Digital and Interaction Design

Milan, Italy

Sep 2022 - July 2025

- Courses: Basic of Interaction Design, UX Design, Hardware & Software Technologies for Design, Digital Art, AI-Powered Design, Business Innovation

Jilin University

Bachelor, Food Science and Technology

Changchun, China

Sep 2009 - Jun 2013

- Courses: Engineering Graphics, Engineering Mechanics, Mechanical design, C Programming Language, Webpage Design and Development

OTHER INFORMATION

- Chinese(Native), English(Fluent)