Quan Chen

UX / Product Designer

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in LinkedIn

No sponsorship needed
H-4 EAD holder

Experience

Sep 2022 - Apr 2025

UX Designer

Trip.com Group — Shanghai, China

Trip eBooking.com

- Designed solutions for hotel business operations, with a strong focus on enhancing the user experience of the Trip eBooking system (EBK), a leading B2B hotel product used by 1.4m hosts from over 40 countries and regions.
- Collaborated closely with the development team to deliver a successful design system upgrade, resulting in a 30% reduction in client-reported issues and earning positive feedback from major clients.
- Partnered with product managers to redesign the EBK Finance module for both web and mobile platforms, increasing user satisfaction by 35% and streamlining workflows.
- Facilitated user interviews with hotel operations (HT), our Trip eBooking users, to identify pain points and simplify 3-5 management system workflows.

Sep 2020 - Jun 2022

Architecture Designer

Arcplus Group — Shanghai, China

- Designed schematic plans at all stages of public construction projects. Individual designs were adopted and built.

Feb 2016 - Feb 2017

Design Intern

Peter Quinn Architects, LLC — Boston, MA

- Collaborated with architects on local residential projects, contributing to architectural drawings and 3D models.

Education

Google UX Design Professional Certificate

Nov 2024, Coursera

Northeastern University

M.Arch
Sep 2017 - May 2020
Boston, MA

Boston University

B.A. in Architectural Studies
Sep 2012 - Jan 2016
Boston, MA

Skills

Adobe Creative Suite

Photoshop, Illustrator, InDesign, XD

Design

Sketch, Figma, Miro, Principle, Axure

UX

User research, Wire-framing, Usability test, Prototyping