

# Quan Chen

## UX / Product Designer

No sponsorship needed  
H-4 EAD holder

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📍 Santa Clara, CA  
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## Experience

Jun 2022 - Apr 2025

### UX Designer

**Trip.com Group** — Shanghai, China

- Designed user experiences for Trip eBooking, a B2B hotel operations platform serving 1.4M+ hosts across 40+ countries.
- Collaborated with engineers to deliver a design system overhaul, reducing client-reported UI issues by 30%.
- Partnered with product managers to revamp the EBK Finance module on web & mobile, increasing user satisfaction by 35% and streamlining financial workflows.
- Conducted user interviews with hotel operations teams to identify pain points, simplifying 3–5 major management processes.

Sep 2020 - Jun 2022

### Architecture Designer

**Arcplus Group** — Shanghai, China

- Created schematic plans for public construction projects from concept through detailed stages.
- Individual designs selected for implementation, strengthening spatial and systems thinking skills.

Feb 2016 - Feb 2017

### Design Intern

**Peter Quinn Architects, LLC** — Boston, MA

- Supported 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

### **UX & Product Design**

User research, wireframing, prototyping, usability testing, design systems

### **Tools**

Figma, Sketch, Miro, Axure, Adobe Creative Suite

### **Tech**

HTML/CSS (basic)

### **Languages**

English (professional),  
Mandarin (native)