

ChiaYu Chen

HCI Researcher & Interaction Designer

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Experience

Research Assistant, with *Ying-Yu Chen & Prof. Alexis Hiniker*
University of Washington, Human Centered Design & Engineering
May '18 - Present, Seattle, Washington, United States

Designed and implemented a tech probe iteratively using Arduino, Processing on tablet, and sensing electronics with the remote team. Transcribed the video recordings of the field studies and conducted the qualitative data analysis, to investigate how interactive technology & data play might help with family mealtime for preschoolers and parents.

Research Assistant, with *Prof. Stanley Yung-Ju Chang*
National Chiao Tung University, Dept. of Computer Science
May '18 - Feb '19, Hsinchu, Taiwan

Deployed a 4-week study applying the experience sampling method (ESM) with surveys on the mobile app. Recruited 50+ participants, conducted post-study interviews and qualitative data analysis to study the impact of relationship characteristics on receptivity to mobile IM messages.

User Experience Research Intern
PEBBO eXperience Design Consultancy
Jun '17 - Dec '17, Taipei, Taiwan

Worked closely with clients in music streaming and manufacturing industries (e.g., Taiwan Mobile, MOXA Inc.) on projects of exploratory user/market research, UX/UI redesign, and usability testing.

Assisted the UX Research Lead in the planning of user research, executing research, and preparing the report, on three client projects:

- Conducted guerrilla interviews, user interviews and user testing.
- Analyzed research data using user journey map and affinity diagram.
- Created lo-fi prototypes with sketched wireframes and paperboards.
- Planned and facilitated co-creation workshops with clients to define the product feature and action plans by leading discussion integrating user needs, business resources and market trend with client's engineering, marketing, and design teams.
- Compiled the research results into actionable insights and presented the research report and provided recommendations to the clients.
- Conducted market research and competitor product feature analysis to identify the strength and weakness of products.

Research Assistant, with *Prof. Jones Neng-Hao Yu*
National Chengchi University, Innovative User Interface Lab
Jul '15 - Aug '18, Taipei, Taiwan

Created hi-fidelity interactive hardware and software prototypes to ideate the design. Designed experiments, conduct user research and usability evaluation, and analyzed the quantitative and qualitative results.

R&D Intern, Web Development
Microsoft Taiwan
Jul '14 - Dec '14, Taipei, Taiwan

Developed a back-end website for IT, using C# ASP.NET MVC. Wrote automated testing scripts for pressure testing.

Education

M.S. in Digital Contents (HCI)
National Chengchi University
Sep '15 - Aug '18

Thesis: Designing a Cooperative Fine Motor Skills Training Game for and with Preschoolers

B.B.A. in Business Administration
B.S. in Digital Contents (Double Major)
National Chengchi University
Sep '11 - Jun '15

Volunteering & Service

Workshop Co-Organizer
MobileHCI'19 Oct'19
Co-organize a workshop on designing technology for children and family.

Committee Member
Open HCI Workshop Feb'15 - Aug'17
Design the lecture to facilitate the workshop. Taught prototyping course and led the field observation. Redefine the digital marketing strategy.

Student Volunteer
ACM CHI'18 Apr'18
TaiCHI'18 (Taiwan CHI) Aug'18
TaiCHI'16 (Taiwan CHI) Aug'16

Exhibition Docent Volunteer
IXDA Taiwan x Continuum Oct'16

Skills

UI Prototyping & Development
- Front-End (HTML5, CSS3, JavaScript)
- Processing
- Programming Language: C & Cpp

Hardware Prototyping
- Arduino & Basic circuits

Qualitative Research
- (Semi-) Structured interview
- Contextual inquiry
- Cultural probing
- Field observation
- Qualitative data analysis
- Co-design

Quantitative Research
- R, Google Analytics