

Yuan Wen

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EDUCATION

Bachelor of Science Major in Applied Psychology, Sun Yet-sen University

September 2012 – June 2016

Courses I enrolled: Engineering Psychology, Personality Psychology, Social psychology, Developmental psychology, etc.

Master of Science in Information Science, The University of North Carolina at Chapel Hill

September 2018 – Present

I specialize in Human-Computer Interaction (HCI). Courses I enrolled: Programming for Information Science, User Interface Design, Usability Testing, System Analysis, Data Analysis, Visual Analytics, etc.

EMPLOYMENT HISTORY

Product Designer at Guangzhou Ningmi information Technology Co., Guangzhou, China

March 2016 – December 2016

User research: 2 research reports were produced through different user research methods such as contextual inquiries, focus groups, interviews, and questionnaires. 10 users were interviewed face to face, and more than 30 users were interviewed by telephone. The online questionnaire collected 100 valid responses.

Product design: Participated in prototyping, interaction design and PRD document writing of the mobile application 2.0 version and the "court-sharing" project.

PROJECTS

Court-sharing, Guangzhou

August 2018 – October 2018

Background: According to our user research, we identified 3 major factors that hinder users from going to exercise: available places, free time, and partners to exercise together. Inspired by the car-pooling feature, to solve the problem that users cannot find people to exercise together, we planned to let users share their courts with other users and decide whether to charge a certain fee.

My role: Used a survey to test our ideas that found out that more than 50% of users were willing to share their courts. Made user profiles, scenarios, and two sets of interaction plans. Wrote requirements documents. Collaborated with developers and testers to develop, test, and launch out the application.

Results: This feature was widely praised by users after being launched. The probability of sharing the court in the first month after launch was over 60%. Follow-up interviews found that organizers in group chats for sports enthusiasts believed that this feature has greatly improved their process of event organization.

Usability test of the SILS VR Lab

November 2019 – December 2019

Background: The School of Information and Library Science (SILS) has established a VR lab to help students and employees for VR-related research and entertainment, but the lab utilization rate was not ideal. To explore the reasons behind and help related people to enhance the ease of use of the space, me and 3 other graduate students used questionnaires, interviews, observations and other methods to investigate how users interacted the VR lab.

My role: Designed an online questionnaire to understand the background of the participants. Designed a data collection plan and tools for quantitative data collection (such as the completion time of a task, the number of errors, the type of errors, etc.). Collected data as an observer in the test.

Results: The research results identified several key usability issues, such as the presentation and location of the instructions, which led users to ignore and not find key information. Reduced overall task completion time by about 30% through improved space and instruction.

SKILLS

Design: Proficient in prototyping with Figma and Sketch; experienced in usability testing and user research. Knowing basic graphic design.

Data Analysis: Experienced in using Python libraries, such as numpy and pandas, to do data analysis and using D3.js to do data visualization. Previously used tools like JMP and SPSS to analysis data in my master paper.

Programming: Familiar with functional programming, object-oriented programming, data structure. Proficient in Python, Javascript.

Web development: Familiar with HTML, CSS, Javascript.

LANGUAGES AND HOBBIES

I speak Mandarin and English. I love basketball (I'm a big baller!), lifting, watching movies.