

Jeremy Chen

UX DESIGNER

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EDUCATION

The University of Texas at Austin

Master of Science, Information Studies | May, 2019 | GPA: 3.78

Specialization: User Experience Design

National Taipei University

Bachelor of Science, Communication Engineering | Jun. 2017 | GPA: 3.49

SKILLS

Design

Interaction Design
Responsive Web Design
Sketching/Rendering
Storyboarding
Wireframing
Prototyping

Research

Interview
Personas
Journey Map
Concept Testing
Card Sorting
Heuristic Evaluation
Affinity Diagram
Usability Testing

Programming

HTML/CSS/JavaScript
Bootstrap
SCSS
PHP
MySQL

TOOLS

Sketch
InVision
Figma
Photoshop
Adobe XD
Axure
Principle

EXPERIENCE

Experience Design Intern

Jun. 2018 - Aug. 2018

athenahealth

- Collaborated closely with scrum team to implement electronic-signature functionality into athenaNet and ensure technical need are met while maintaining a strong focus on the user experience
- Practices user-centered design by conducting UX research and incorporating data, customer feedback, and technical constraints
- Created journey map, UI flow and prototypes to communicate design strategies and detailed interaction behaviors for web experiences of signing payer application form

PROJECTS

HAAM Website Redesign

-Key Skills: Heuristic Evaluation, Content Audit, Card Sorting, Sitemap

- Conducted content audit and card sorting to identify information architecture, and analyzed design quality of HAAM website with heuristic evaluation
- Applied empathy, designing from the user's point of view, and utilized evidence from UX research to validate design decisions

Medical App Improving Clinician-Patient Visits

-Key Skills: In-deep UX research, Interview, Competitive Analysis, Usability Testing

- Interviewed with 9 patients to learn their clinician-patient visits and identified 130 usability issues with heuristic evaluation
- Implemented various UX research methods such user interview, competitive analysis, heuristic evaluation and usability testing to identify user pain points and design opportunities

Burn Victim's Confidence Rebuilding App

-Key Skills: Interview, Data Analysis, iOS Design, Prototyping, Usability Testing

- Conducted in-depth interviews with 7 burn patients to gather burn-related data
- Identified 4 design insights and site features with affinity diagram, and prototyped mobile app design to achieve an easy to use and pixel-perfect interface with Adobe XD