

# Jeremy Chen

UX Designer

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portfolio: [jeremyschen.com](http://jeremyschen.com)

## 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

## EXPERIENCE

### Experience Design Intern

Boston, Massachusetts | Jun. 2018 - Aug. 2018

athenahealth

- Collaborated closely with scrum team to implement electronic-signature functionality into athenaNet and ensure technical and business needs are met while maintaining a strong focus on the user experience
- Practiced human-centered design by conducting user interviews with 3 users 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: Information Architecture and Design

- 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: UX Research

- Interviewed with 9 patients to learn their clinician-patient visits and identified 130 usability issues with heuristic evaluation
- Implemented various UX research methods such as 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: Mobile Design

- 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

## SKILLS

### Design

Interaction Design  
Web Design  
Mobile 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  
Photoshop  
Adobe XD  
Axure  
Principle  
Dreamweaver