

Kaiwen Sun

User Experience

kwsun@umich.edu
(612)702-0452
386 Village Green Blvd
Ann Arbor, MI, 48105

Education

University of Michigan School of Information | Ann Arbor, MI, Apr 2018

Master of Science in Information

Specialization: Human-Computer Interaction

University of Minnesota | Minneapolis, MN, Aug 2013

Bachelor of Science

Agribusiness Management & Marketing, GPA: 3.81

Work Experience

Apple | Apple Store Shanghai, China, Sep 2014 - Apr 2015

Apple Store Leader Program Associate

- Created and delivered nearly 100 daily meetings in a fun and interactive way with vision to inspire the team to achieve sales goal and maximize customer satisfaction
- Hundreds of hours experience as leader on the floor, motivating, supporting, mentoring and coaching team members
- Participated in dozens of recruiting sessions to select talented candidates for company's new store expansion in China market

Apple | Apple Store Chicago, IL, Sep 2013 - Aug 2014

Apple Store Leader Program Associate

- Planned and coordinated the first "Chinese Business at the Apple Store Event" in the U.S.
- Drove sales resulted in a multimillion-dollar high-end retail establishment
- Created promoters and maximize customers experience through profound positivity

Relevant Experience

University of Michigan | Ann Arbor, MI, Sep 2016 - Present

Graduate Student Instructor at Collage of Literature, Science, and the Arts

- Lead second year Chinese class daily discussion session to guide students' learning
- Provide consultation to students questions on in-class content and homework
- Assist professor with class preparation

eHailuo | Nanjing, China, May 2015 - Aug2016

Online English Instructor & Consultant

- Planned and deliver nearly 500 well structured lessons to engage and motivate students ages between 5 to 40 on English
- Worked with businesses, corporate clients and IELTS students to teach a variety of language skills on travel, interview, and business English

University of Minnesota China Center | Minneapolis, MN, Sep 2012 - Aug 2013

China Center Assistant

- Developed marketing brochures and paper ads to be used in Greater China
- Coordinated executive management training programs for 120 junior-to-mid-level executives to learn about U.S. educational system and academic environment
- Provided dozens of simultaneous lecture and workshop interpretation and communication support to ensure the delegates' effective understanding

Minnesota Children's Museum | St. Paul, MN, May 2012 - Oct 2012

Marketing Intern

- Designed and helped implement two new projects: "grandparents project" and "the online review project" to enhance the Museum's brand image
- Assisted and photographed promotional events for publication and marketing

Skills

Methods & Approaches

User interview

Storyboarding


Wireframing

Illustration

Prototyping


Software & Tools

Sketch 

Adobe Illustrator 

Adobe Photoshop 

Adobe InDesign 

Adobe Lightroom 

Programming

HTML & CSS

Python

Languages

English

Chinese

Leadership

Student Ambassador

University of Minnesota

International Center

2012-2013

Volunteer

Minneapolis Hope Community

International Center

2012-2013

Awards

Merit Scholarship

University of Michigan

School of Information,

2016-2018

Robert Henton Scholarship

University of Minnesota

2012-2013