Kyra Chan

Product / UX Designer

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EDUCATION

Duke University

B.S.E. Electrical &
Computer Engineering
B.S. Computer Science
Visual Media Studies Minor

Aug 2018 — May 2022
GPA: 3.8/4.0

Springboard

User Experience Design
Certificate

May 2019 — Jul 2019

SKILLS

Project Scoping, User
Interviews, User Research,
Competitive Analysis,
Information Architecture,
Wireframing, Prototyping,
Visual & Interaction Design,
Usability Studies, Design
Systems, Illustration,
Motion Design

TOOLS

Figma, Sketch, Adobe
Creative Suite, GitHub,
HTML, CSS, JavaScript

EXPERIENCE

Appian / McLean, VA

Oct 2023 — Present • UX Designer II (Government Solutions)

- Researched and designed a vendor database management system that increased data accuracy to streamline procurement
- Conducted 11 usability studies with 6 federal agencies at the Appian World conference, landing a new customer and converting 2 agencies into regular feedback partners
- Co-led design reviews for 6 government solutions to align stakeholders and uphold rigorous design standards
- Trained 2 UX hires on public sector use cases and design strategy to transition design ownership of 2 products

Aug 2022 — Oct 2023 • UX Designer I (Government Solutions)

- Researched and designed a contract writing solution from inception to launch, securing two multimillion-dollar federal contracts
- Launched and socialized the Appian Solutions Design System to support 12 solutions spanning 3 industry verticals
- Oversaw initiatives to increase accessibility compliance and formalize technical writing standards

Jun 2021 — Aug 2021 • UX Design Intern (Government Solutions)

- Simplified dense government data into actionable grid and detailed views to improve contract management efficiency
- Reduced setup time for repeat contracts by 80% by implementing front-end duplication of contracting workflows

That's Mandarin / Shanghai, China

Oct 2020 — May 2021 • UX Design Intern

- Designed the NihaoCafe language learning website and a CRM platform with 500+ daily student and administration users
- Created 300+ graphic illustrations for the Chinese Link Words book, NiHaoCafe app and That's Mandarin website