CHENYANG LU

Highly motivated UX designer who connect people with devices, services, and space through researches and multidisciplinary design practices

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EXPERIENCE

Director – UX Design & Research

Delos, New York, US, 01/2020 - Present

- Led the UX design and the usability test of DARWIN (smart home app)
  - Simplified the installation and account management process that increased the task completion rate by 12%.
  - Redesigned the filter replacement and thermostat control experience resulting in a 35% increase in satisfaction rate.
  - Added window nudge, air remediation, and monthly report
- Led the UX design of Mindbreaks(meditation app), Moodbox (light controller), Healthy Home Quiz (web), WFH Kit (web), etc., incorporating coding fully functional prototypes to support usability test; drove the design from the initial concept through the final implementation.
- Translated customer feedback, market analysis, usability studies, technical constraints, and business requirements into UX strategies and workable solutions.
- Organized 20+ workshops with PMs, developers, researchers, executives to prioritize features, and conceptualize new initiatives.

Senior Associate – UX Design & Research

Delos, New York, US, 02/2017 - 12/2019

- Create storyboards, wireframes, design mockups, and prototypes, for web/mobile/tablet app, connected hardware application, and smart home system crossing 10+product lines.
- Initiated the user research procedures while Delos pivoted to the smart home market, including 6 systematic user surveys, 10+ A/B testing, and 200+ in-depth user interviews. The insights shaped a user-centric product roadmap.
- Co-developed a testing platform (DARWIN X) with HTML, CSS. JavaScript, AWS; expanded to 20+ homes across the country.

Designer – Architecture, Web, & Print

StudioTEKA, New York, US, 10/2015 - 02/2017

- Improved navigation and ease of use of the company website to enhance usability, and reader experience using WordPress.
- Collaborated with architects to propose solutions under the climate challenges and published in the book, 2100: A Dystopian Utopia.

EDUCATION

Master of Science in Computer Science

Georgia Institute of Technology, online, Candidate 2021

Master of Environmental Building Design

The University of Pennsylvania, US, 08/2014 - 05/2015

SKILLS

Design:
Persona/Storyboarding/Wireframing/Mockup/3D modeling/CAD/Rhino/Maya/3ds Max/Motion design

Research:
Interview/Survey/Data analysis/Contextual inquiry/Cognitive walkthrough/Market research

Development:
HTML/CSS/JavaScript/Python/Java/PHP/SQL/AWS/Azure

Tools:
Figma/Sketch/InVision/Illustrator/Adobe Creative Suite: Photoshop/After Effect/Adobe XD/InDesign

AWARD

DARWIN has been awarded as the CE Pro BEST @CEDIA Expo, 2019.