



Muzi Lin

Product Designer / UX Designer

Looking for full-time opportunities starting Jan 2021

(248) 403 6908 | mulin@umich.edu | www.muzilin.work | linkedin.com/in/muzi-lin/

Experience

UX Interaction Design Intern

ServiceNow

May - Aug 2020 | Santa Clara, CA (Remote)

- Conducted foundation and evaluation research focusing on improving employee experience globally, diving into user needs and pain points to drive the vision and long-term strategy of employee portal
- Executed a research plan that integrated Heuristic Evaluation, Stakeholders & Employees interviews to provide design ideations
- Created high-fi wireframes to reinforce storytelling from end-to-end on the employee portal for an expected user base of 10,000+ employees

UX Research Intern

Meyers Research- Hanley Wood

May - Aug 2020 | Costa Mesa, CA (Remote)

- Worked cross-functionally with the Executive VP, PM, and product designers to redesign B2B integrated housing market data products based on user & market insights
- Conducted research to document detailed interaction models and UI components to determine which feature sets deliver an optimal user experience and inform strategic thinking to customers
- Built rapid wireframes and leveraged storytelling to communicate design solutions to leaders and stakeholders

UX Designer/ Product Manager

Honesti APP, HelpNow LLC

Sept 2020 - Dec 2020 | Ann Arbor, MI

- Led the UX team to prepare launch of a mental wellness app in 01/2021
- Managed research logistics and conducted user testing to synthesize users' expectations and preferred workflows of the app
- Prioritized design iterations to improve UI and user flows of the app
- Presented key research findings to CTO and effectively delivered insightful product solutions to streamline the iOS development process

UX Design Intern

LyveBee, Inc

Sept 2020 - Nov 2020 | Campbell, CA (Remote)

- Conducted research to evaluate users' demands and requirements for the digital marketplace where customers connect with skilled consultants to receive personalized solutions
- Created rapid wireframe for onboarding process and instructor's profile

Research Associate

Michigan Medicine

Aug 2018 - Aug 2020 | Ann Arbor, MI

- Oversaw and performed qualitative and quantitative medical data management to determine the effectiveness of project implementation and facilitate patients' life quality improvement initiatives
- Utilized SPSS to perform descriptive and multivariate statistical analyses; interpreted and presented research findings to 5 doctors

UX Designer

PawnGuru

Sept - Dec 2019 | Ann Arbor, MI

- Planned and conducted qualitative research to identify strategic product insights to design a financial tech company's first B2B mobile app facing pawnshop owners that would ultimately become patented by PawnGuru
- Designed use cases, personas, scenarios and storyboards to define user task and interaction flows. Created screen-level interaction designs and detailed user interface specifications

Skills

UX Research

Tools: Google forms, Qualtrics, Miro Board

Methods: Interviews, Competitive Analysis, Focus Groups, Heuristic Evaluation, Usability Testing, Surveys, A/B Testing

Artifacts: Affinity Diagram, Persona, User Journey

UX Design

Tools: Sketch, Adobe XD, InVision, Figma, Illustrator, Photoshop

Methods: Interaction Design, Service Design, Wireframe, Prototype, AR/VR

Programming

Tools: HTML5, CSS3, JavaScript, JQuery, Python, SQL, Reactive Native, Firebase, R, SPSS

Methods: Agile Development/Data Analysis

Language

Chinese

Education

University of Michigan

M.S. of Information Science, HCI April 2021
Cumulative GPA: 3.93/4.0

Graduate Student Instructor Fall 2020
Instruct 2 weekly discussion sections and hold office hours to assist a class of 160 undergraduate students for an introductory Python course

B.A. of Psychology with Honors April 2018
Minor in Applied Statistics
Cumulative GPA: 3.69/4.0

Activities: Attendees Relation Volunteer for Interaction Design Association 2021 Conference