

Muzi Lin

Scaling design to create empathetic products for people, build value and drive transformative growth for companies.

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Experience

UX Design & Research Intern

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

- Executed head-to-toe UX design approaches to conceptualize topic-driven pages on the employee portal for improving employee experience globally and driving the vision and long-term strategy of the employee portal
- Developed a research plan that integrated a Heuristic Evaluation, 9 Stakeholders & 10 Employees Interviews to identify unsolved user problems and generate design ideations
- Created high-fi wireframes using the Design System to reinforce storytelling from end-to-end on the employee portal for an expected user base of 12,500+ 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 and media products based on user & market insights
- Conducted comparative analysis to document detailed interaction models and UI components to determine which feature sets on an iPad app deliver an optimal user experience and inform strategic thinking to customers
- Created wireframes for a new product page according to the intended user behavior and leveraged storytelling to communicate design solutions to leaders and stakeholders

Research Associate

Michigan Medicine | Sep. 2018 - Aug. 2020 | Ann Arbor, MI

- Served as a project manager on multiple mixed methods quality improvement projects to better facilitate patients' life quality improvement initiatives
- Oversaw and performed qualitative and quantitative data management on patients' medical records to determine the effectiveness of project implementation

Graduate UX Designer/ Product Manager

Honesti APP, HelpNow LLC | Sep. - Dec. 2020 | Ann Arbor, MI

- Led the UX team to prepare launch of a mental wellness app that revolutionized college mental health services for hundreds of students in Jan 2021
- Conducted usability studies to understand users' needs and preferred workflows; synthesized findings to prioritize design iterations to improve UI and user flows of the app
- Presented usability issues of the app to CTO and effectively delivered insightful technical product solutions to streamline the iOS development process

Graduate UX Designer

PawnGuru | Sep. - Dec. 2019 | Ann Arbor, MI

- Created and executed user 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
- Delivered interactive high-fi prototypes, user journeys, and defined feature vision through usability testing to guide the company's long-term vision

Skills

Design

Hi-fi & Low-fi prototyping, Wireframing, Interaction Design, Service Design, AR/VR Design

Research

Affinity Mapping, A/B Testing, Card Sorting, Competitive Analysis, Contextual Inquiry, Diary Studies, Heuristic Evaluation, International Research, Storyboarding, Survey, Usability Testing

Programming

HTML, CSS, JavaScript, JQuery, Python, React/React Native, SPSS

Tools

Adobe XD, Abstract, Figma, Illustrator, InVision, Photoshop, Sketch

Soft Skills

Critical Thinking, Effective Communication, Empathy, Problem-solving, Team-player

Language

Chinese (Mandarin)

Education

M.S. Information - HCI

University of Michigan

Apr. 2021 | Ann Arbor, USA

GPA: 3.93/4.0

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

Activities: Attendees Relation Volunteer for Interaction Design Association 2021 Conference

B.A. Psychology with Honors Minor in Applied Statistics

University of Michigan

Apr. 2018 | Ann Arbor, USA

GPA: 3.69/4.0