

# CHIA YING LIAO

User Experience + User Interface

**Email** npc900039@gmail.com

**Phone** +886 930692238

**Portfolio** [chiayingliao.nctu.me](http://chiayingliao.nctu.me)

## WORK EXPERIENCE

### NCTU Interaction Design and Development Lab

Research Assistant | Feb 2019 - Sep 2019

Worked on the HCI research, aiming to explore the user-defined gestures for smart earpieces. Conducted elicitation studies to collect data, including gestures and user feedback. Analyzed the data to clarify participants' mental models and calculated the consensus between participants. Proposed an ear-based input gesture set for the designer and system developer.

### Zoek Inc.

UX Researcher (Industry-academia cooperation) | Feb 2019 - Jun 2019

- Conducted interviews and surveys. Analyzed and transformed users' data into actionable insights and defined critical user personas and scenarios.
- Used comparative analysis to shed light on areas in which FunNow excels relative to competition as well as areas in which FunNow falls short.
- Planning and conducted heuristic evaluation and usability testing for new version app. Propose short term strategies and long term strategies considered both the company side and user side.

### Pioneer Machinery

UX & UI Design Intern | Jul 2017 - Feb 2018

The smart factory program received critical acclaim at Dusseldorf Wire and Cable Exhibition. It also won the "2018 Global Best Practice of Internet of Things and Smart Service Golden Dragon Award".

- Conducted focus group. Designed the dashboard of the production line monitoring system for advisors based on the research results and optimized the user experience of data visualization.
- Cooperated with a software engineering intern. Used Solidworks and Three.js to create a web-based 3D factory model with interaction, and designed real-time data visualization by D3.js. It's now online at Austech Wire & Cable.
- Designed mechanical structure of smart glasses that could be attached to helmet.

## EDUCATION

### National Chiao Tung University

Masters, Institute of Applied Arts (IAA) | Sep 2016 - Jun 2019

Focus on UX, and HCI Research

### Darmstadt University of Applied Sciences

Exchange Student, industrial Design | Feb 2018 - Aug 2018

### National Cheng Kung University

BS in Industrial Design | Sep 2012 - Jun 2016

Focus on Industrial Product Design, Interaction Design

## AWARD

ICare Assistive Device Design

Merit Award

Collaborative Innovation Design(Beijing)

Best Team Design Award

NCTU

Academic Achievement Award

## SKILL

### Formative Research

User Interview

Elicitation Study

Survey / Quantitative Research

Comparative Analysis

### Generative Research

Affinity Diagram

Persona

Storyboarding

Journey mapping

Wireframing

Prototyping

### Summative Research

Heuristic Evaluation

Usability Testing

## TOOLS

### Designing

Illustrator

Photoshop

Indesign

Sketch

### 3D Modeling

Solidworks

Unity

Keyshot

### Coding

HTML / CSS3

Javascript

Jquery

D3.js