Fei Ren
UX Designer/Researcher

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Chicago IL

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Education

M.S. @ U of Michigan
Human-Computer Interaction
(2015 - 2017)

B.S. @ Penn State
Supply Chain Management
(2010 - 2014)

Publications

Service Design in Long-Term Oriented Countries
UXPA Magazine (08/2017)

Being Picky: an AirBnb Usability Review
Insights & Observations

Improve Reading and Social Interaction for Low-Vision Elders
ACM CHI'16 (05/2016)

Honors & Awards

CHI Student Design Competition Finalist

Inclusion & Diversity Project Award

Research Experience

Interview, survey, card sorting, A/B testing, usability testing, contextual inquiry, heuristics evaluation

Design / Prototyping Tools

Sketch, UXPin, Balsamiq, InVision, Adobe Creative Suite, Justinmind

Programming Languages

HTML, CSS, JavaScript/jQuery, php, SQL, python, Java, R

Experience

UX Product Designer @ Cappex
Chicago IL (06/2017 - Present)

- Lead the effort on implementing user-centered design process and creating a standard problem-solving procedure of identify, research, design, and test.
- Organized and conducted user research methods such as usability testing, A/B testing, card sorting, interviews and surveys.
- Designed wireframes and mock-ups and supported design implementation for the development team via HTML/CSS/jQuery.

UX Design Co-Op @ ANSYS
Canonsburg PA (01/2017 - 04/2017)

- Built fully interactive prototypes and conducted usability testing to refine experience of desktop software installation.
- Conducted heuristics evaluation and produced flow charts, wireframes, and page layouts focusing on product usability.

UX Design Team Lead @ UX Design Clinic
Ann Arbor MI (08/2016 - 12/2016)

- Led the UX team of 6 designers/researchers and managed design sprints working on multiple projects/products for clients
- Developed user personas, planned and conducted interviews and usability testing, and helped clients define MVP/product features.
- Led the user interface design for mobile and web products

UX/UI Design Intern @ Axxess
Dallas TX (05/2016 - 08/2016)

- Redesigned the flagship web app focusing on responsiveness and user customization. Transformed to card-based UI.
- Interviewed users to understand design requirements and conducted A/B tests to discover the best performing designs.

Product Manager Intern @ Jackson City Hall
Jackson MI (01/2016 - 04/2016)

- Helped Jackson city to launch a web service that facilitates local business permitting process and allows users to check zoning info.

Transportation Coordinator @ Google
Pittsburgh PA (10/2014 - 04/2015)

Portfolio: www.renfei1992.com/