



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.
 - | Manage all user research including optimizations, A/B testing, remote product testing, card sorting, user interviews and surveys
 - | Design wireframes and mock-ups; supported design implementation for via HTML/CSS and javascript.
- **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/