Robyn Ruobing Chen

Senior UX designer with 8 years of experience

email rchen02@risd.edu
phone 401-390-1415
portfolio ruobing.design

EXPERIENCE

Amazon Web Services | Migration and modernization

Senior UX Designer Sep 2024 - Present

Led 0→1 UX design and research for the SQL Server modernization workflow within AWS's first agentic migration tool, improving usability and reducing modernization time from months to weeks.

UX Designer Feb 2022 - Sep 2024

Led UX design for 4 major AWS Migration Hub features, solving key user needs in permission, customization, monitoring, and approval workflows.

Citizens Bank | Mobile App

UX Designer Sep 2020 - Dec 2021

Led end-to-end UX redesign for Credit Card experiences in the Citizens Bank app, improving usability across payments, rewards, and transaction management.

Infosys Digital | B2B clients

Senior Experience Designer Jul 2018 - Aug 2020

Designed B2B and Enterprise UX for the Client's digital products to be efficient and user-friendly. Clients include Mercedes-Benz, Verizon, and Citi Bank. Collaborate directly with the clients to prototype, design and deliver MVP products with lean UX process.

Kohler Co. | Showering & Bathing

Industrial Designer Sep 2016 - Dec 2017

Designed Traverse® multi-piece shower & bathshower surrounds. Assisted in the development of immersive bathing experience.

EDUCATION

Rhode Island School of Design

BFA Furniture Design and Manufacturing | 2013 - 2016

Strategic Design Program | 2018

Tongji University

BS Industrial Design | 2010 - 2013

Skills

User Persona
Storyboarding
Journey Mapping
Wireframing
Prototyping
Interaction Design
Visual Design
Usability Testing
Metrics & Analytics
Strategic Design
Design System
Accessibility

Tools & Technologies

Figma, UserZoom, Solidworks, Rhino, Jira, Microsoft 365
Vibe coding tools

Languages

English
Mandarin

Hobby

Fine woodworking
Gardening
Upcycling
Yoga
Hiking