Chia-Wen Chen
Project Manager

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EXPERIENCE

Systems Development Engineering Intern — Taipei,Taiwan
Dell Technologies — *Jun 2023 - Aug 2023*

- Developed data automation tool for the Continuous Systems Development team by VBA that saved 40% time cost and expedited the initial project review process.
- Performed comprehensive analysis of server issues, identifying key pain points and challenges. Collaborated with internal teams and vendors to solve issues resulting in improved server performance.
- Streamlined the Block process, optimizing the data management efficiency of the core team resulting in improved workflow and increased efficiency.

Software Application Engineer — Taipei,Taiwan
Compal Electronics Inc. — *Oct 2019 - June 2022*

- Optimized Dell Latitude laptop projects by using Agile Methodology, Jira, and coordinating cross-functional efforts among BIOS, QA, and EE teams.
- Played a critical role in the Intel Generation 12 and 13 CPU, as a Software Application Engineer and UX Researcher; and leveraged engineering samples to detect and clarify issues during the early project stage.
- Led the Audio Function Team, fostering collaborations with Waves, Realtek, Intel, and Dell for audio driver development and upkeep. Achieved a 20% decrease in issues through effective engagement and management.

SELECT PROJECT

UX Designer, Capital One banking application — Madison, Wisconsin
Capital One-Apprenticeship — *Sept 2023 - Present*

- Performed UX research via surveys and interviews with 80+ participants to identify user needs, pain points, and facilitate new feature creation.
- Created a high-fidelity prototype using Figma, incorporating new features, and conducted usability tests with 10+ participants to gather insights for further improvement.
- Collaborated with cross-functional team members, including software engineers and a product manager, in an Agile environment to conceptualize, design, and iterate the product using Figma, GitHub, and Jira.

UX Designer, Bus application redesign — Madison, Wisconsin
University of Wisconsin-Madison — *Sept 2022 - Dec 2022*

- Conducted contextual inquiries, interviews, and surveys to gather 40+ individual insights for application building and inferred trends for UX improvement.
- Synthesized gathered data into affinitive diagrams and personas to identify areas of opportunity and provided input on prototypes and screen designs.
- Designed wireframe, low-fidelity prototype, and high-fidelity prototype by Figma. Delivered a new bus application that solved users' pain points practically.

SKILLS

- **Research**: User Interviews, Contextual Inquiry, Data Analysis: Quantitative & Qualitative, Journey Mapping, Card Sorting, Usability Testing, A/B Testing
- **Design**: Information Architecture, Wireframing, Prototyping, Design Patterns, Interaction Design, User Flows, UX Writing
- **Systems Development**: BIOS, WHQL Testing, Test Plan Reviewing, Issue Management and Analysis, Agile Methodology
- **Languages**: Python, SQL, HTML, VBA

EDUCATION

University of Wisconsin-Madison — Madison, Wisconsin
Masters of Science in Information with specialization in UX, GPA:4.0 — *Sept 2022 - May 2024*

- Graduate Teaching Assistant
- Co-President of UX Club

Tamkang University — Taipei, Taiwan
Bachelor of Business Administration - Information Management, GPA:3.47 — *Sept 2014 - June 2018*