

# Shuai Zhou

UX Designer

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## EXPERIENCE

**AT&T** UX Designer, Dallas Jan 2017 - Current

- Lead the AT&T business center homepage redesign, solved most 200% page traffic problems.
- Designed AT&T online buy experience, brought million dollars for business.
- Designed tens of functional and usable projects which related on payment and order for AT&T business digital product.

**TourConnect** UX Designer, Frisco Apr 2016 - Dec 2016

- Led new sign up experience design which increased 15% conversion rates and 5% active users.
- Led the e-contract management tool iterative designs, solved user's requirements.

**Hospital Communications Inc** UX Designer Intern, Cincinnati May 2015 - Sep 2015

- Led the android TV application redesigns, dramatically increased customer satisfaction.
- Created design components system for the TV application.

**SoHu** UX Designer, Beijing Dec 2013 - Dec 2014

- Prototyped visual design concepts and friendly interactive to provide solution for mobile applications, resulting in a better user experience.
- Produced flow charts, wireframes and designed page layouts for the mobile application.
- Responsible for designing and developing mobile web pages in a fast-paced environment.

**SeeWordReading** UX Designer, Cincinnati Jan 2013 - Dec 2015

- Led redesign SeeWordReading APP dramatically increased customer satisfaction.
- Gathered user data through methods such as participatory user interview, user testing, and analytics reporting and utilized that data to identify and prioritise Pain Points.
- Developed sketches and wireframes for teams, introduced new tools, Sketch App, to enable effective online collaboration and deliverables.

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## EDUCATION

Harrisburg University of Science and Technology, Harrisburg, PA  
01/2017 - Present  
Master of Science in Project Management

University of Cincinnati, Cincinnati, OH  
08/2012 - 12/2015  
Master of Design in User Experience Design

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## SKILLS

Wireframing

Usability Testing

Prototyping

Web Design

Mobile Design

Data Viz

Interaction Design

User Research

Agile Development

## TOOLS & PROGRAM

Sketch

InVision

Axure

Adobe Creative Suite

Lucidchart

Zeplin

Jira

HTML5

CSS3

jQuery

Microsoft Office