

SOPHIA CHIU

DESIGN THINKER, STORYTELLER, CHANGE MAKER

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WORK EXPERIENCE

Interaction Designer, Google

Mar. 2019 - Present, Mountain View, CA

Leading design efforts of complex enterprise systems in E-commerce Operations, Fulfillment, and Product Data Management. Contributing to product strategy by collaborating with cross-functional stakeholders

User Experience Design Intern, Google

May. 2018 - Aug. 2018, Mountain View, CA

Drove end-to-end project from field study to usability test, designed and launched new feature for operation app tool in Shopping Enterprise UX team

Product Planner, Gogolook

Jul. 2015 - Jun. 2017, Taipei, Taiwan

Conducted qualitative and quantitative user research and created user flow, wireframes, specs for iOS/Android apps with 6 million monthly active users in 10+ countries. Organized cross-functional team to run experimental design to inform product strategy

EDUCATION

University Of Michigan

Dec. 2018 Ann Arbor, MI

Master Of Science In HCI, GPA: 3.96 / 4.0
Specialization In UX/UI Design, School Of Information

National Taiwan University

Jan. 2015, Taipei, Taiwan

Bachelor In Business Administration, GPA: 3.97 / 4.3
Exchange Program: School Of Business And Economics, Maastricht University, Netherlands

LEADERSHIP

Design Thinking Workshop Coordinator And Facilitator

Feb. 2013, NTU D. Thinking

Organized 2 design thinking workshops with 100 participants and facilitated team of 6

International Volunteer

Jul. 2012, ELIX, Greece

Organized Workshops, Artistic Events In Local Elementary School In Global Team

DESIGN TOOLS

Wireframing

Figma, Sketch

Prototyping

Principle, Invision, Origami

ADDITIONAL SKILLS

Quantitative Research

A/B tests, surveys, log analysis

Qualitative Research

Contextual inquiry, usability tests

Product Management

Certified Scrum Product Owner