Ying-Chen Stephanie Kuo
UX Designer / Interaction Designer

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EDUCATION

University of Michigan
Ann Arbor, MI · May 2018

Master of Science in Information
Human Computer Interaction Specialization

National Tsing Hua University
Hsinchu, Taiwan · Jun. 2012

Bachelor of Arts in College of Humanity and Social Sciences
Sociology and Anthropology Programs

PROJECT

UX Designer - REMINDer
Ann Arbor, MI · Oct. 2016 - Jan. 2017

- Conducted the research, interviews and user testing with target users to understand their problems and frustrations
- Produced a solution of reminder system on smartwatch to improve users' working efficiency and their sense of time
- Collaborated with one engineer and created hi-fi interactive prototype

UX Researcher - LinkTogether
Ann Arbor, MI · Sep. 2016 - Dec. 2016

- Organized contextual inquiry and used affinity diagram to understand the client's internal communication problem
- Brainstormed a solution of contacting relation chart to solve the communication issue under a fast-growing and flat corporate structure

Interaction Designer - MomKit
Ann Arbor, MI · Sep. 2016 - Dec. 2016

- Co-designed and created new features on a breastfeeding tutorial application
- Created persona, wireframe, low-fi and high-fi prototype, and usability test

WORK EXPERIENCE

UI Designer - INNO-OZ Co., Ltd
Taipei, Taiwan · Mar. 2016 - Aug. 2016

- Designed user flows, layouts and prototypes for Bluetooth thermometer and questionnaire applications with project owners and engineers
- Redesigned company web pages and created prototypes
- Cooperated with engineers and made detail adjustments

Customer Service - Morrison Express
Taipei, Taiwan · Jun. 2013 - Apr. 2015

- Raised improvement suggestions of shipment booking system
- Collaborated with more than 300 customers to update current cargo status and generated approximately 30% of sales revenue

Project Manager - Mead Johnson
Taipei, Taiwan · Oct. 2012 - May 2013

- Designed and cooperated with programmers to create new on-line sales performance tracking system to track outlet and distribution's storages
- Negotiated with cross-function employees to implement new system

Skill

UX Design

Persona Building
Storyboarding
Interaction Map
Wireframing
Prototyping

UX Research

User Interview
Contextual Inquiry
Survey
Usability Testing

Design Tools

Illustrator
Photoshop
Sketch
Axure
Marvel

Programming

HTML
CSS / SCSS
Javascript / JQuery
Python

Language

English
Mandarin
Japanese

Relevant Coursework

Interaction Design
Usability Testing
Contextual Inquiry
Information Architecture
Complex Website Design
Graphic Design
Human Behaviors