

# 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 for people with ADD/ADHD to improve 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 connection system to solve the internal communication issue under a fast-growing and flat corporate structure

### UX 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

### Visual Designer - Innoor

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 engineers 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  
Invision

### Programming

HTML  
CSS / SCSS  
Javascript / JQuery  
Python

### Language

English  
Mandarin  
Japanese

## Relevant Coursework

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