

Tiffany Yeh

tiffanycyeh29@gmail.com | (317) 379-8893 | 63 E Lake St, Apt 1204, Chicago, Illinois 60601

WORK EXPERIENCE

Ford Motor Company Product Designer

Dearborn, MI | Jan 2017 - Present

- Prototype mockups in UXPin for a Dealer Service Portal where users can manage information centrally and request various web services.
- Design APIs, create SQL tables, diagrams, and other documentation for dealer connectivity.
- Advanced the build of version 3.0 of Ford's fuel economy compliance and regulation system by meeting with clients, engineers, and Business/IT stakeholders regularly to define requirements, identify pain points, and refresh a ten-year-old technology system.
- Engage with users and customers to gather feedback and drive continual improvements to our products via on-site meetings and user-testing.
- Saved 16-24 hours of manual data entry per clinic by creating a VBA tool to automate hand-recorded usability test data, which computerized surveys into a form-to-spreadsheet format.

Telephony Developer (Ford Credit)

- Developed a utility in VBA to automate manual processes for over 6000 test cases across all of our supported contact centers, providing the ability to process files in bulk and streamline Agile development efforts.
- Created and executed over 2000 test cases in multiple languages for 18 countries for Ford's Global HR Self Service call centers. Helped lead monthly regression and UAT testing.
- Held main responsibility for training, defect resolution, and test case design, quickly becoming the go-to advisory for all Cyara related inquiries during its early implementation period.

Information Architect

- Performed data quality analysis on large datasets using statistical techniques to understand its quality, variability, and conformance to standards in order to support Marketing & Sales Order to Delivery vision
- Served as a liaison between Asia Pacific & Ford North America by drafting over 175 pages of training materials for Lincoln zone managers in China and developed a language management tool to speed up translations.

IU School of Informatics & Computing

Bloomington, IN | Aug 2015 – May 2016

Python Teaching Assistant

- Assisted learning and discussion in the university introductory Python programming course

Qblinks Inc.

Taipei, Taiwan | May 2015-Jul 2015

Technical Marketing Analyst

- Served as a bilingual resource by creating supplemental materials such as manuals, communications, and project documentation in both English and Mandarin.
- Managed and provided customer support to their Kickstarter page for over 5000 backers, and created marketing materials to boost visibility and product appeal.

EDUCATION

Indiana University Bloomington

Bloomington, IN | Aug 2013 – May 2016

Bachelor of Science in Informatics & Computing

Minor in Marketing

Northwestern Data Science Boot Camp

Chicago, IL | Dec 2020 – Jun 2021 (Prospective)

ADDITIONAL SKILLS

Spoken Languages: Mandarin Chinese (fluent), Spanish (beginner)

Programming Languages: Python, MySQL, Visual Basic for Applications

Python Libraries: Pandas, Matplotlib, Numpy, Scipy, SQLAlchemy, Geopy

Creative: HTML5, XHTML, CSS3, Bootstrap, Javascript, Adobe Creative Suite (Photoshop, Audition, Lightroom, Illustrator)

Miscellaneous: Microsoft Office Suite, GitHub, Gitlab, Alteryx, SharePoint, UXPin, Rally, Design Thinking, KANBAN, UI/UX