



Tiffany Wu

UX • Product Designer

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WORK EXPERIENCE

Product Designer | SAP

Feb 2020 - Present, Palo Alto, CA

SAP Ariba Guided Buying (Feb 2020 - present)

- Lead design for new features in SAP Ariba, a web-based procurement solution, by creating user flows, defining requirements with PMs and prototyping
- Coordinate design workshops with mixed research methods and collaborate with researcher and PMs from discovery research to testing design prototypes

SAP Intelligent Enterprise & Cross Architecture (July 2019 - Jan 2020)

- Launched a responsive, React-based SAP product roadmap with head-to-toe UX approaches. Website rolled out to 100% customers and announced in annual conferences
- Conceptualized an ML-driven, feed-based iOS app that integrates SAP product portfolio by conducting concept tests with prototypes and scenarios

UX Designer and Developer | University of Michigan

Sep 2018 - May 2019, Ann Arbor, MI

- Designed and developed a CMS-based website to publicize faculty research

UX Design Intern | Google

May 2018 – Aug 2018, Mountain View, CA

- Executed head-to-toe UX design approaches to ship a new language learning feature on Google Translate Android app for global users
- Delivered animated prototypes, user journeys and defined feature vision with data-driven approaches with developers and PMs in a fast-paced environment

Technical Writing Intern | DFI Inc.

Feb 2017 – Apr 2017, Taipei, Taiwan

- Collaborated with engineers, PMs, industrial designers and marketers to create intuitive user manuals for technical audience

SELECTED PROJECTS

NBC Universal: Personal Finance VUI

Lead UX Designer | Jan 2019 - May 2019

- Led a client-based UX consulting project to design and prototype the voice-first experience for millennials in the personal finance space

EDUCATION

University of Michigan, Ann Arbor

M.S. in Information – UX Design and Research

Apr 2019, Ann Arbor, MI

City University of Hong Kong

B.A. in Translation and Interpretation

Jul 2016, Hong Kong

SKILLS

UX Design

Wireframing and Prototyping
Personas and Storyboards
User Journey Mapping
Information Architecture
Visual Design
Internationalization Design
Accessibility
VUI Design

UX Research

Usability Testing
Comparative Analysis
Survey Design and Analysis
Contextual Inquiry
Affinity Analysis
Eye Tracking
Heuristic Evaluation

Programming

HTML/ CSS, JavaScript, React, Python, Git, SQL, D3.js

TOOLS

Sketch, inVision, Figma, Principle, Figma, Adobe Creative Suite, Framer