



STEPHANIE TSENG

PRODUCT DESIGNER &
RESEARCHER

 stephanietseng.com

 steph.tseng1@gmail.com

EDUCATION

Carnegie Mellon University
Class of 2022 | GPA 3.65/4.00
BS Information Systems &
Human Computer Interaction

RELEVANT COURSEWORK

Interaction Design Studio I/II
User Centered Research and
Evaluation
Service Design
Accessibility Design
Cognitive Psychology
Programmable User Interfaces

SKILLS

Design

Interaction Design, Visual
Design, Prototyping,
Wireframing, Typography, User
Flows, Data Visualization,
Typography, Motion Design,
Animation, Information
Architecture

Research

User Interviews, Storytelling,
Usability Testing, Contextual
Inquiry, User Journey Mapping,
Competitive Analysis,
Eyetracking

Tools and Languages

Figma, Sketch, Framer,
Photoshop, Adobe XD, After
Effects, Illustrator, InVision,
Procreate, Python, HTML5/CSS,
SQL, R, Java, MatLab, Microsoft
Office, Keynote

ACTIVITIES

Student Government, HCI
Student Advisory Committee

EXPERIENCE

Product Design Intern

Trill Project | January 2021 - Present

- Designing mobile and web user experiences for the social networking platform that provides moderated peer support for over 75,000 users. Conducting user research and usability testing to validate design decisions and improve user experiences.

User Experience Designer

Boston Children's Hospital | January 2021 - Present

- Designing and implementing an educational website about key conditions and treatments in pediatric and orthopedic surgeries for medical trainees.
- Collaborate with three designers throughout the user research and design phases, including conducting user and competitive research, creating personas, wireframing, prototyping, visual design, and various other human-centered design processes.

Product Designer

Agot.ai | June 2020 - January 2021

- Led design for computer vision technological solutions and visual design for Agot's website and social media.
- Designed and iterated on restaurant employee experience to facilitate real-time bagging accuracy leading to a \$1 million dollar contract with one of the country's largest restaurant chains.
- Modernized customer cashier-less checkout interaction for the self-service terminals.
- Created wireframes and prototypes for real-time analytics API to display visionary analytics on employee service and address stakeholder needs.

Front End Developer and Research Assistant

Human Computer Interactions Institute | June 2019 - December 2020

- Developed Intelligent Tutoring Systems user interfaces by prototyping and implementing middle school cognitive tutors with HTML and CSS and mentored five student researchers.
- Conducted user research in more than ten middle school classrooms to improve the adaptive tutoring software and address student and instructor painpoints.

PROJECTS

412 Food Rescue

December 2020 - Present

- Conducted 13 usability testing studies on the new mobile app Home Delivery feature; focused on reducing food insecurity by directly delivering food to homes. Redesigning the experience to address user painpoints and facilitate a smooth and delightful food rescue journey for volunteers.

Radiate

June 2020 - October 2020

- Established brand identity through conducting user research and competitive analysis.
- Designed and prototyped a web experience to promote and empower minority-owned small business across the country.
- Collaborated with engineering teams to align goals and ideas to create end to end user experience.

LEADERSHIP

Bachelor's HCI Capstone Course Teaching Assistant

January 2021 - Present

- Coordinate and assist instructors in the delivery of the Capstone Project Course to 44 undergraduate students. Critique course deliverables for client facing projects of intelligent products and systems.

American Marketing Association Co-President

April 2020 - Present

- Responsible for 12 Executive Board Members and respective committees. Develop and lead diversity and inclusivity initiatives. Increasing organization's social impact involvement and formed the community engagement committee.

Cognitive Psychology Teaching Assistant

August 2019 - December 2020

- Led and facilitated office hours, grade exams and assignments for more than 150 students per semester on Cognitive Psychology topics such as memory, attention, decision-making, etc.