WAN-TING KO

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EDUCATION

Ann Arbor, MI | May 2021

University of Michigan

M.S. in Information

Focus: HCI / UX Research and Design & User-Centered Agile Development

Coursework: Design of Complex Websites, Intro to AR/VR, Developing Mobile Experience, User-Centered Agile Development, Needs Assessment & Usability Evaluation

Taipei, Taiwan | Jun 2017

National Taiwan University

B.A. in Foreign Languages and Literatures

Certified high school English teacher

Queensland, Australia | Jul 2017

University of Queensland

ICTE Pre-Service Teacher Training Program

Fully funded by the University of Queensland and the Ministry of Education, Taiwan

SKILLS & TOOLS

Design	Tools
Storyboarding	Figma
User Persona	Sketch
Wireframing	InVision
Rapid Prototyping	Adobe XD
Graphic Design	Photoshop
AR/VR	Illustrator
App Design	After Effects
Web Design	Qualtrics

Research	Others
Contextual Inquiry	R
User Interview	SQL
Affinity Mapping	Python
Comparative Analysis	Flask
Survey Design	Firebase
Heuristic Evaluation	HTML & CSS
Usability Testing	JavaScript
A/B Testing	React Native
Concept Testing	Agile Methodology

EXPERIENCE

Ann Arbor, MI | May 2020 - present

UX Design Fellow | ECoach

Center for Academic Innovation, UM

- Optimized onboarding experience and login flow for an educational message tailoring system used by more than 6000 students
- Enhanced data management experience for admin users by redesigning UI elements based on user interview results
- Created loading indicator and empty states to engage users and strengthen brand identity
- Documented a detailed style guide for future reference

Ann Arbor, MI | May 2020 - present

UX Design Fellow | GradeCraft

Center for Academic Innovation, UM

- Redesigned instructor facing and student facing features for the gameful learning management system by delivering interaction maps and high-fidelity prototypes
- Collaborated with user researchers to conduct heuristic evaluation on a student-facing redesigned feature
- Created 6 illustrations for the Team About page on the website

UX PROJECTS

Remote, FL | Jan. 2021 - Apr. 2021

Graduate UX Designer and Developer | Collaboratory Online

Southwest Florida Community Foundation (SWFCF)

- Conducted exploratory research for the non-profit's new online communication platform through user interviews, comparative analysis, and usability tests
- Transformed user research findings and stakeholder needs into wireframes, mid-fidelity prototypes, and interactive mockups
- Developed a web application with a team of 5 from scratch using React as the frontend, Django as the backend, and MariaDB for data storage

Ann Arbor, MI | Oct 2019 - Dec 2019

UX Researcher & Designer | CHANGE

CHI 2020 Game Competition

- Studied people's experience in developing sustainable habits; designed 3 versions of interview protocols tailored to different groups of interviewees
- Conducted 4 in-depth interviews, created wireframes and mid-fidelity prototypes to validate concepts for a gamified habit-forming app