

# WAN-TING KO

User Experience Designer / Product Designer

<https://wantingko.github.io/ux/>

wtko@umich.edu

206 637 9849

## EXPERIENCE

### UX Design Intern | Spire

Center for Academic Innovation | May 2021 - present | Ann Arbor, MI

- Redesigning 2 key features for the competency-based Learning Management System (LMS) by delivering user flows and interactive prototypes to communicate with product directors and developers.

### UX Design Intern | ECoach

Center for Academic Innovation | May 2020 - present | Ann Arbor, MI

- Creating and developing responsive designs for mobile views to improve accessibility and data visualizations.
- Optimized onboarding experience for the Message Tailoring System used by 6000+ students. Designed loading indicators and responsive empty states to promote user engagement and strengthen brand identity.
- Conducted 3 internal user/expert interviews and redesigned system UI components that enhanced data management experience for admin users.

### UX Design Intern | GradeCraft

Center for Academic Innovation | May 2020 - Apr. 2021 | Ann Arbor, MI

- Redesigned 2 key features for the gameful Learning Management System (LMS) serving 10,000+ students. Delivered mockups that include 90+ interactions and created interaction maps accordingly to communicate redesigns with product directors, developers, and the behavioral scientist.

### Graduate UX Designer & Full-Stack Developer | Collaboratory

Southwest Florida Community Foundation | Jan. - Apr. 2021 | Florida, FL (remote)

- Digitized existing service provided by SWFCF for 300+ nonprofits to enhance connectivity beyond physical boundaries during Covid pandemic.
- Led UXD process in an Agile team. Constructed product design system and conducted exploratory research through interviews, affinity analysis, and comparative analysis. Validated product direction in 3 usability tests.
- Developed a web application from scratch with an Agile team of 5 in 4 sprints using React, Semantic UI, Django, MariaDB, Git, and Heroku.

### Graduate UX Researcher | MitiGate

Information and Technology Service (ITS), UM | Jan. - Apr. 2020 | Ann Arbor, MI

- Conducted 5 user interviews, and 5 usability tests to improve accessibility for MitiGate, a cyber-security web application developed by the university.

## SELECTED PROJECT

### UX Researcher & Designer | CHANGE

CHI 2020 Game Competition | Oct. - Dec. 2019 | Ann Arbor, MI

- Conducted exploratory product research by designing 3 tailored interview protocols and synthesizing findings from 10 interviews for the gamified mobile app that helps build sustainable habits.

## EDUCATION

### University of Michigan

May 2021 | Ann Arbor, MI

M.S. in Information

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

### National Taiwan University

Jun. 2017 | Taipei, Taiwan

B.A. in Foreign Languages and Literatures

Certified high school English teacher

### University of Queensland

Jul. 2017 | Queensland, Australia

ICTE Pre-Service Teacher Training Program

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

## SKILLS

### Design

User Persona  
Sketching  
Wireframing  
Prototyping  
Storyboarding  
Visual Design  
AR/VR  
App Design  
Web Design  
Illustration  
Animation

### Research

Contextual Inquiry  
User Interview  
User Journey  
Empathy Mapping  
Affinity Mapping  
Comparative Analysis  
Survey Design  
Heuristic Evaluation  
Usability Testing  
A/B Testing  
Diary Study

### Tools

Miro  
Figma  
Sketch  
InVision  
Adobe XD  
Photoshop  
Illustrator  
After Effects  
Qualtrics  
Marvel  
Airtable

### Development

R  
Django  
MySQL  
Python  
Flask  
A-Frame  
Firebase  
HTML & CSS  
JavaScript  
React Native  
Agile Methodology