

WAN-TING KO

UX & Product Designer

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

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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

Storyboarding
User Persona
Wireframing
Rapid Prototyping
Graphic Design
AR/VR
App Design
Web Design

Tools

Figma
Sketch
InVision
Adobe XD
Photoshop
Illustrator
After Effects
Qualtrics

Research

Contextual Inquiry
User Interview
Affinity Mapping
Comparative Analysis
Survey Design
Heuristic Evaluation
Usability Testing
A/B Testing
Concept Testing

Others

R
SQL
Python
Flask
Firebase
HTML & CSS
JavaScript
React Native
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

Ann Arbor, MI | Jan 2020 - Apr 2020

Student UX Researcher | MitiGate
Information Assurance, Information and Technology Service, UM

- Conducted interviews with Security Unit Liaisons from different departments to gain a solid understanding on how target users interact with the MitiGate, the one-stop security portal developed by ITS
- Delivered comparative analysis based on various cyber-security products in the market, including FireEye, Tanium, etc
- Conducted survey design, heuristic evaluation, and usability tests to help improve accessibility and usability of MitiGate

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