

# 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 / June 2017

**National Taiwan University**  
B.A. in Foreign Languages and Literatures

Certified high school English teacher

Queensland, Australia / July 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 / May 2020 - present

**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 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 / May 2020 - present

**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