Caroline Win

User Experience (UX) & Product Designer

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EXPERIENCE

User Experience Designer

Wemo (Belkin International, Inc.), Los Angeles, CA   SEP 2019 - Present

Coordinates design of user interactions and flows for Wemo smart home products, including touch points such as marketing, hardware setup, mobile app interactions, and troubleshooting.

User Experience Consultant

Loyola Marymount University, Los Angeles, CA   MAR 2019 - AUG 2019

Lead redesign efforts for MyLMU, the internal portal for students, faculty, and staff at LMU. This included planning, conducting research, creating and iterating on designs, and usability testing.

UX Lead & Interaction Designer

Nationwide Insurance, Columbus, OH   SEP 2017 - FEB 2019

Designed interactions and processes for Nationwide's retirement plan management system, a responsive web application, including the annual Census Review (FastCensus) and Eligibility Management System (EMS).

Design Consultant & Project Manager

Eaton, Pittsburgh, PA   JAN - AUG 2017

Conducted ethnographic research and prototyped Lumière, a tool that provides contextual support for electricians, field engineers, and remote support teams working with electrical equipment. Lead and planned roadmap for team and client meetings.

Design Consultant & Front-End Developer

EXAID, Pittsburgh, PA   JAN - MAY 2017

Researched, designed, and developed front-end for a clinical trial matching tool used to facilitate connecting cancer patients to clinical trials. This included interviews with 16 physicians, nurses, and patients.

GRADUATE SCHOOL

MHCI at Carnegie Mellon University

AUG 2016 - AUG 2017

UI / UX Designer

Argus International, Inc., Gahanna, OH   NOV 2015 - NOV 2016

Determined flow and UI design of an aviation management app.

Design Engineer

The OSU College of Medicine, Columbus, OH   MAY 2014 - SEP 2015

Designed and developed a Virtual Health Coach (VHC) chatbot.

EDUCATION

Master of Human-Computer Interaction (MHCI)

Carnegie Mellon University

AUG 2017   GPA 4.0

BS in Biomedical Engineering with 3D Animation Minor

University of Southern California

MAY 2013   GPA 3.6

LEADERSHIP

Mentor

Designers Guild

SEP - OCT 2018

SKILLS

Design

Facilitating Workshops
Sketching & Storyboarding
Interaction Design
Wireframes and Mockups
Prototyping
Mobile & Web UI Design
Style Guidelines
Specifications Documents

Design Tools

Sketch
InvisionApp
Proto.io
Figma
Adobe Creative Suite
Zeplin

User Research

Contextual Inquiry
Interviewing
Affinity Diagrams
Card Sorting
Journey Mapping
Usability Testing
Heuristic Evaluation

Development

HTML, CSS, JS