

Caroline Win

User Experience (UX) & Interaction Designer

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EXPERIENCE

User Experience Consultant

Loyola Marymount University, Los Angeles, CA **MAR 2019 - Present**

Leads redesign efforts for MyLMU, the internal portal for students, faculty, and staff at LMU. This includes 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**

Designed and developed the front-end for a clinical trial matching tool used to facilitate connecting cancer patients to clinical trials. This included interviewing 16 physicians, nurses, and patients and analyzing and applying research insights.

GRADUATE SCHOOL

MHCI at Carnegie Mellon University

AUG 2016 - AUG 2017

UI / UX Designer

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

Determined interaction flow and visual design of a mobile application for business aviation management, involving coordination and scheduling of highly complex private trips for clients. Conducted contextual inquiry, stakeholder interviews, and collaborative meetings with developers.

Design Engineer

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

Designed and developed a Virtual Health Coach (VHC), a chatbot that uses conversation to guide Type 2 Diabetes patients in creating and achieving health goals.

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
Wireframes and Mockups
Prototyping
Mobile & Web UI Design
Style Guidelines
Specifications Documents
Conversational Interface Design

Design Tools

Sketch
InvisionApp
Axure RP
Adobe Illustrator
Adobe Photoshop
Adobe After Effects

User Research

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

Development

HTML, CSS, JS