

# YUE WANG

UX DESIGNER & RESEARCHER

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## EDUCATION

**University of Michigan**  
**School of Information**  
**Master of Science in Information**  
Expected May 2021 | Ann Arbor, MI

**Mount Holyoke College**  
**Bachelor of Art in Psychology**  
**Bachelor of Art in Sociology**  
May 2019 | South Hadley, MA

## SKILLS

### DESIGN

Accessibility  
Personas  
Prototyping  
Scenario  
Storyboard  
User Flow Map  
Wireframing

### RESEARCH

Affinity Mapping  
Competitive Analysis  
Contextual Inquiry  
Heuristic Evaluation  
Qualitative Interview  
Survey Design  
Usability Testing

### TOOLS

Adobe Illustrator  
Adobe Photoshop  
Adobe Premiere Pro  
Adobe XD  
Miro  
Figma  
Qualtrics

### CODE

HTML / CSS  
JavaScript  
Python  
R  
SPSS

## PROJECT EXPERIENCE

**UX Designer & Researcher | Disability Advocates of Kent County (DAKC)**  
September - November, 2020, Ann Arbor, MI

- Investigated the current accessibility guide through conducting heuristic evaluation and comparative analysis.
- Designed interview protocol and interviewed five Grand Rapids residents for their experience and feedback.
- Created prototype for redesigning the Experience Grand Rapids website.

**Consultant | P3Mobility**  
September - November, 2020, Ann Arbor, MI

- Analyzed the current state of the insurance and connected vehicle industries and created a sales and consulting presentation.
- Designed interview protocol and interviewed the stakeholders for insights and feedback.

**UX Designer & Researcher | Bank Customer Churn Analysis**  
July - August 2020, Ann Arbor, MI

- Collaborated with a group partner to create a web application that allows users to enter data and learn whether or not a person with the given information would leave the bank service based on four prediction models.
- Determined the industry that would be focusing on and conducted literature reviews and background research.
- Hosted the web application on Heroku and programmed essential interactive features through HTML and CSS, and adjusted the website based on feedback.

**UX Designer & Researcher | University of Michigan - Voices of the Staff**  
January - April 2020, Ann Arbor, MI

- Investigated user experience of university HR website and evaluated the system from several points of view.
- Mapped the interaction flow and compared the features and usability of the system with competitors' systems.

**Consultant | Scio Residents for Safe Water: SRSW**  
September - December 2019, Ann Arbor, MI

- Analyzed the data management issue of the local non-profit organization and communicated findings and recommendations in oral and written form.
- Managed an external client-based relationship and collected, represented, and analyzed qualitative data about the work process and service by conducting semi-structured interviews.

## RESEARCH

**Student Researcher | Gender Differences in Romantic Conflicts**  
September - December 2018, South Hadley, MA

- Analyzed the influence of avoidance and anxiety attachment of parents and relationship satisfaction upon the later cooperative attitude in solving romantic conflicts.
- Explored whether the level of cooperative attitude was equally associated for both genders.