

Ray Xia

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Experience

UX Design & Research Intern

BJC HealthCare | May 2023 – May 2024

- Collaborated to design, deliver high-fidelity prototypes, and conduct usability testing of key features for BJC Flex, a custom-developed, mobile-friendly tool aimed to help nurses schedule shifts, leading to 245,255 hours of additional scheduled shifts from Q3 to Q4.
- Led the planning and coordinated a team of 3 UX Researchers to execute a 12-month user research to consistently measure the satisfaction and engagement of nurses with Virtual Nursing practices across the healthcare system. Insights yielded from the research were recognized by C-Suite executives to help improve nurses retention and reduce their workload burden.
- Owned the design of a 10+ page new messaging tool within BJC Flex in order to improve communication and operational efficiency among nurses and nurse managers.

Solution Engineer Intern

Rulai, Inc | Jun – Sep 2022

- Participated in designing a custom NLP chatbot building tool that enhances the automation of customer support for 20+ enterprises.
- Led the redesign and development of the chatbot demonstration system from start to finish by incorporating all up-to-date features and optimizing user flow.
- Collaborated closely with the engineering and marketing team to boost live demonstration efficiency by 50%, streamlining future demonstration processes.
- Tracked user transcripts and analytics to assess the usability of chatbots and to uncover UI design improvements.

Academic Projects

Conversation Game for People Living with Alzheimer's

Fabula(b) | Jan – Apr 2024

- Conducted market research and interviews with subject matter experts and family members to evaluate the effectiveness, accessibility, and desirability of applied Reminiscence Therapy to support the community of people living with Alzheimer's.
- Designed features and interactions from concept to high-fidelity prototypes of a conversation game to deliver more accessible Reminiscence Therapy.

Education

Carnegie Mellon University

Anticipated Aug 2025 | Pittsburgh, PA

Master of Human-Computer Interaction

Washington University in St. Louis

Graduated May 2024 | St. Louis, MO

Bachelor of Fine Arts, Communication Design Major, Minor in Computer Science; GPA: 3.97/4.00

Toolbox

HTML/CSS/JavaScript, React, Bootstrap, Figma, Illustrator, Photoshop, After Effects, InDesign, Jira

Skills

UX/UI Design, Front-End Engineering, User Research, Usability Testing, Graphic Design, Interaction Design