

Amy (Ying-An) Chen

User Experience Designer

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EDUCATION

University of Michigan, School of Information

Ann Arbor / April 2018

- Specialize in Human-Computer-Interaction
- Selected Courses:
 - Contextual Inquiry and Consulting Foundations
 - Introduction to Interaction Design
 - Design of Complex Websites
 - Usability Testing (Winter, 2016)
 - Graphic Design (Winter, 2016)

University of Wisconsin, Exchange Student Program

Madison / Aug 2011- May 2012

- Honored with Exchange Student Scholarship, College of Liberal Arts, National Taiwan University
- Selected Courses:
 - CAD: Architecture & Interiors
 - Architectural Graphics

National Taiwan University, Department of Foreign Languages and Literatures

Taiwan / June 2013

- Bachelor of Arts in Foreign Languages and Literatures
- Minored in Economics
- Vice President of Roots & Shoots, Jane Goodall International Institute

SKILLS

Tools

Axure
Sketch
InVision
Sketching
Adobe XD
Photoshop
Illustrator
Paper Prototype

Methodologies

User-Centered Design
Contextual Inquiry
Interaction Maps
Affinity Mapping
Brainstorming
Storyboarding
Wireframing
Persona

Language

Chinese
Japanese
Taiwanese

Programming

CSS3
HTML5
Python

RELEVANT PROJECTS

Contextual Inquiry Voluntary Individual Project

- Manage the project timeline
- Update the clients about the progress
- Conduct contextual interviews and analyze qualitative data

Ann Arbor
On-going

BridgED

Independent Team Project

- Defined educational problems of homeless youth
- Conducted interviews with related organization to define needs
- Designed prototypes with Sketch and InVision for the online educational platform

Ann Arbor
Fall, 2016

Michigan Legal Help Program

Contextual Inquiry Course Team Project

Client Liaison

- Maintained connection with clients
- Conducted contextual interviews and built up affinity walls
- Provided scenario-based advices to clients in order to improve their workflows

Ann Arbor
Fall, 2016

GET U M

Interaction Design Course Project

- Experimented interaction design process with methodologies of brainstorming, storyboarding, prototyping, and user testing
- Designed and built a high-fidelity prototype of a mobile application for on-campus indoor and outdoor navigation with Adobe XD

Ann Arbor
Fall, 2016

WORK EXPERIENCE

National Taiwan University Office of International Affairs Manager

- Designed scholarship system for applying and renewing scholarship, filing expense reports, and managing funding with Axure
- Re-designed data management system for managing current international students' enrollment status and health insurance records with wireframing and interaction maps
- Co-designed international student online application system and official website with interaction maps and flow charts
- Digitalized administrative process to enhance the administrative efficiency
- Managed and analyzed student data for international student recruitment
- Updated bilingual official website
- Translated Chinese user interface into English

Taipei, Taiwan
May 2013- Aug 2016

National Taiwan University Department of Foreign Languages and Literatures Research Assistant

- Collected and analyzed statistical data for student progress in order to test the different teaching methods professor used in classes
- Filed expense reports to ensure adequate funding

Taipei, Taiwan
Aug 2012-May 2016

Fu-Yang Science and Liberal Art After School Program English Teacher

- Addressed after school students who need to prepare high school entrance exams
- Compiled English teaching materials

Taipei, Taiwan
Sep 2009-Jan 2010