User Experience Designer
Amy (Ying-An) Chen

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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
- Led a student organization, Roots & Shoots, Jane Goodall International Institute as Vice President

SKILLS

Tools	Methodologies
Axure	User-Centered Design
Sketching	Contextual Inquiry
Adobe XD	Brainstorming
Photoshop	Storyboarding
Paper Prototype	Persona

Language	Programming
Chinese	CSS3
Japanese	HTML5
Taiwanese	Python

RELEVANT PROJECTS

Michigan Advocacy Program — *Ann Arbor*
Contextual Inquiry Voluntary Individaul Project — *On-going*

- Manage the timeline and update the clients
- Conduct contextual interviews and analyze qualitative data
- Write consultant report to help the client improve their internal communication

Avalon Housing: After School Program — *Ann Arbor*
ChiEd Team Project — *On-going*

- Defined educational problems of homeless youth
- Conducted interviews with related organization to define needs
- Co-designed prototypes of online educational platform

Michigan Legal Help Program — *Ann Arbor*
Contextual Inquiry Course Team Project — *Fall, 2016*
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

Interaction Design Course Project — *Ann Arbor*
GET U M Individual Project — *Fall, 2016*

- Experimented interaction design process with methodolodies of brainstorming, storyboaring, prototyping, and user testing
- Designed and built a high-fidelity prototype of a mobile application for on-campus indoor and outdoornavigation

WORK EXPERIENCE

National Taiwan University — *Taipei, Taiwan*
Office of International Affairs — *May 2013- Aug 2016*
Manager

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

Department of Foreign Languages and Literatures — *Aug 2012-May 2016*
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

Fu-Yang Science and Liberal Art After School Program — *Taipei, Taiwan*
English Teacher — *Sep 2009-Jan 2010*

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