

AMY CHEN

UX Designer & Researcher

<http://yinganc.github.io>

yinganc@umich.edu

EDUCATION

University of Michigan

Master of Science in Information

Specializing in Human Computer Interaction (HCI); GPA: 3.898/4

Ann Arbor, MI

April 2018

University of Wisconsin

Exchange Student in Interior Design

Honored with Exchange Student Scholarship, College of Liberal Arts; GPA: 3.75/4

Madison, WI

Aug 2011-May 2012

National Taiwan University

Bachelor of Arts in Foreign Languages and Literatures

Minored in Economics; GPA: 4/4.3

Taipei, Taiwan

June 2013

EXPERIENCE

Citrix Systems, Inc.

Product Design Research Intern

Led research which includes gap analysis on 10 competitors as well as planning, executing, and analyzing 20 in-lab in-person user studies to guide the product redesign efforts with design recommendations and identified user cases

Santa Clara, CA

May-Aug 2017

UMSI UX Design Clinic Help Desk

User Experience Design Student Consultant

Offered UX advice and critiques for startups to identify business opportunities and guided young entrepreneurs to UX resources

Ann Arbor, MI

Mar 2017-Apr 2017

Office of International Affairs, National Taiwan University

Program Manager

Designed online application and screening systems for recruitment; achieved a 40% elevation of the quantity and quality of the applications and reduced the administrative time from two months into one week

Taipei, Taiwan

May 2013-Aug 2016

PROJECTS

2nd Brain | Lenovo HealthDesignBy.Us Co+Lab (UXDC Top 3)

User Experience Designer

Executed and analyzed more than 30 interviews to find user needs; created wireframes and prototypes for an app to improve medication adherence for teenage patients with chronic illnesses

Ann Arbor, MI

Jan-Apr 2017

Expedia | Usability Testing Team Project

User Experience Researcher

Conducted agile user research on millennial travelers to discover their trip planning behavioral patterns, resulting in developing new features on the Expedia mobile app

Ann Arbor, MI

Jan-Apr 2017

SKILLS

UX Design

Flow Chart
Interaction Design
Site Map
Wireframing
Hi-fi/lo-fi Prototyping
Mockup
Graphic Design
Visual Design
Complex Web Design
Ubiquitous/Pervasive Design

UX Research

Interview
Contextual Inquiry
Focus Group
Competitive Analysis
Affinity Mapping
Content Coding
Survey
Scenario
Persona
Storyboarding
Heuristic Evaluation
Usability Testing

Tools

Illustrator
Photoshop
Adobe XD
Axure
Sketch
InVision
AutoCAD
Drupal
HTML5
CSS3
Php
Python

Language

English
Chinese
Japanese
Taiwanese