

AMY CHEN

UX Researcher & UX Designer

<http://yinganc.github.io>

yinganc@umich.edu

EDUCATION

University of Michigan (UM)
Master of Science in Information
Specializing in Human Computer Interaction (HCI)

Ann Arbor, MI
April 2018

University of Wisconsin
Exchange Student in Interior Design
Honored with Exchange Student Scholarship, College of Liberal Arts

Madison, WI
Aug 2011-May 2012

National Taiwan University
Bachelor of Arts in Foreign Languages and Literatures
Minored in Economics

Taipei, Taiwan
June 2013

EXPERIENCE

UMSI UX Design Clinic Helping Desk
User Experience Consultant

Ann Arbor, MI
Mar 2017-Apr 2017

- Provided UX advice and critiques for start-ups to explore business opportunities and directed young entrepreneurs to UX resources

Office of International Affairs, National Taiwan University
Manager

Taipei, Taiwan
May 2013-Aug 2016

- Designed the scholarship system with interaction maps and Axure, resulting in reducing the application screening time from two months into one week
- Designed an international student online application system and the official website with interaction maps and flow charts, resulting in 40% elevation of the quantity and quality of the applications in two years

PROJECTS

Expedia | Usability Testing Team Project
User Experience Researcher

Ann Arbor, MI
Jan-Apr 2017

Conducted interviews, survey, heuristic evaluation and usability testing on millennial travelers to discover their trip planning behavioral patterns and analyzed qualitative data to help the client develop new features

2nd Brain | UMSI UX Design Clinic
User Experience Designer

Ann Arbor, MI
Jan-Apr 2017

Conducted more than 30 interviews to find user needs and designed user flows, wireframes and prototypes for an app to improve medication adherence for teenage patients with chronic illnesses

GET U M | UMSI
User Experience Designer

Ann Arbor, MI
Sep-Dec 2016

Executed interviews and competitive analysis to identify on-campus navigation problems and designed prototypes for a way-finding app customized for UM students

SKILLS

Methodologies

User-Centered Design
Heuristic Evaluation
Contextual Inquiry
Interaction Maps
Affinity Mapping
Usability Testing
Storyboarding
Wireframing
Interview
Scenario
Persona
Survey

Tools

Axure
Sketch
InVision
Adobe XD
Illustrator
Photoshop
Paper Prototype
Autodesk Architecture

Soft Skills

Agile Project Management
Communication
Teamwork

Programming

Python
HTML5
CSS3

Language

English
Chinese
Japanese

COURSES

Graphic Design
Usability Testing
Interaction Design
Contextual Inquiry
Agile Project Management