AMY CHEN
User Experience Researcher

Actively Seeking UX Researcher Full-Time Opportunities
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EDUCATION

University of Michigan — *Ann Arbor, MI*
Master of Science in Information — *April 2018*
Specializing in Human Computer Interaction (HCI); GPA: 3.906/4

University of Wisconsin — *Madison, WI*
Exchange Student in Interior Design — *Aug 2011-May 2012*
Honored with Exchange Student Scholarship, College of Liberal Arts; GPA: 3.75/4

National Taiwan University — *Taipei, Taiwan*
Bachelor of Arts in Foreign Languages and Literatures — *June 2013*
Minored in Economics; GPA: 4/4.3

EXPERIENCE

Citrix Systems, Inc. — *Santa Clara, CA*
UX Research Contractor — *Jan-present 2018*
Design and operate participatory research study to identify target users and use cases for ShareFile Analytics

Citrix Systems, Inc. — *Santa Clara, CA*
Product Design Research Intern — *May-Aug 2017*
Led research, which included performing gap analysis on leading competitors, as well as planning, executing and analyzing 20 in-person user studies; identified use cases and guided Secure Mail redesign efforts, resulting in prioritizing features

UMSI UX Design Clinic Help Desk — *Ann Arbor, MI*
User Experience Student Consultant — *Mar-Apr 2017*
Offered advice and critiques for startups on possible UX issues in their products; guided young entrepreneurs to UX resources

Office of International Affairs, National Taiwan University — *Taipei, Taiwan*
Program Manager — *May 2013-Aug 2016*
Recruited international students and designed online application and screening systems; achieved a 40% elevation of the quantity and quality of the applications and reduced the administrative time from two months into one week

PROJECTS

2nd Brain | Lenovo HealthDesignBy.Us Co+Lab (UXDC Top 3) — *Ann Arbor, MI*
User Experience Researcher — *Jan-Apr 2017*
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

Expedia | Experience Testing Team Project — *Ann Arbor, MI*
User Experience Researcher — *Jan-Apr 2017*
Conducted agile user research on millennial travelers to discover their trip planning behavioral patterns, resulting in developing new features on the Expedia mobile app

SKILLS

Research
Contextual Inquiry
In-depth Interview
Focus Group
Diary Studies
Cultural Probes
Competitive Analysis
User Enactment
Card Sorting
Survey Design
Heuristic Evaluation
Usability Testing
Marketing Research

Synthesis
Affinity Mapping
Content Coding
Scenario
Persona
Storyboarding
Quantitative Analysis

Design
Flow Chart
Site Map
Wireframing
2D/3D Mockup
Hi-fi/lo-fi Prototyping
Interaction Design
Pervasive Interaction Design

Tools / Programming
Adobe Creative Suite
AutoCAD
Rhino
Sketch/InVision
Drupal
HTML
CSS
Python
SPSS

Language
English
Chinese
Taiwanese
Japanese