AMY CHEN
UX Researcher & UX Designer

http://yinganc.github.io
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EDUCATION

University of Michigan (UM) *Ann Arbor, MI*
Master of Science in Information *April 2018*
Specializing in Human Computer Interaction (HCI)

University of Wisconsin *Madison, WI*
Exchange Student in Interior Design *Aug 2011-May 2012*
Honored with Exchange Student Scholarship, College of Liberal Arts

National Taiwan University *Taipei, Taiwan*
Bachelor of Arts in Foreign Languages and Literatures *June 2013*
Minored in Economics
Vice President of Roots & Shoots, Jane Goodall International Institute

EXPERIENCE

Office of International Affairs, National Taiwan University *Taipei, Taiwan*
Manager *May 2013-Aug 2016*
- Designed the scholarship system with interaction maps and Axure, resulting in 50% increase in the application completion rate and 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 *Ann Arbor, MI*
UX Researcher *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 *Ann Arbor, MI*
UX Designer *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 *Ann Arbor, MI*
UX Designer *Fall 2016*
Executed interviews and a 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