

# Amy (Ying-An) Chen

User Experience Researcher & Designer

<http://yinganc.github.io>

[yinganc@umich.edu](mailto:yinganc@umich.edu)

+1 (734) 730-1685

## EDUCATION

### University of Michigan, School of Information

Ann Arbor | April 2018

- Specializing in Human Computer Interaction
- Selected Courses:
  - ✓ Contextual Inquiry
  - ✓ Interaction Design
  - ✓ Usability Testing
  - ✓ Graphic Design

### University of Wisconsin, Exchange Student Program

Madison | Aug 2011-May 2012

- Honored with Exchange Student Scholarship, College of Liberal Arts
- 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
- Vice President of Roots & Shoots, Jane Goodall International Institute

## SKILLS

### Tools

Axure  
Sketch  
InVision  
Sketching  
Adobe XD  
Illustrator  
Photoshop  
Microsoft Office  
Paper Prototype  
Autodesk Architecture

### Methodologies

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

### Programming

Python  
HTML5  
CSS3

### Soft Skills

Teamwork  
Communication  
Project Management

## WORK EXPERIENCE

### National Taiwan University Office of International Affairs Manager

Taipei, Taiwan

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
- Re-designed the data management system with sketches and wireframes to shorten the time of the enrollment process and improve the accuracy of the student data by 20%
- 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
- Developed eligibility self-checking system for prospective students with wireframes and flow charts to improve the efficiency of application consulting and reduce 15% of false applications

## RELEVANT PROJECTS

### Expedia

Ann Arbor, MI

#### Usability Testing Team Project

On-going

- Discover the tools and patterns of trip planning by conducting and analyzing interviews on millennial travelers using personas and scenarios
- Recommend interaction patterns and features with comparative analysis on 10 travel apps discovered from the interviews that users frequently use
- Design survey to collect data and understand the impact of user generated contents for planning trips

### GET U M

Ann Arbor, MI

#### Interaction Design Project

Fall 2016

- Iterated through interaction design process with sketching, storyboarding, personas, prototyping, and user testing
- Received positive feedback on high-fidelity prototype of a mobile application created by Adobe XD that offered on-campus indoor and outdoor navigation

### Michigan Legal Help

Ann Arbor, MI

#### Contextual Inquiry Team Project

Fall 2016

- Found the key problems for the clients by conducting contextual interviews and analyzing the qualitative data with affinity diagrams
- Improved the workflows by providing Kanban system as the consultant advice which was immediately implemented by the clients

### BridgED

Ann Arbor, MI

#### Independent Team Project

Fall 2016

- Defined educational problems of homeless children by conducting interviews with stakeholders and doing competitive analysis
- Brainstormed and designed wireframes of an online educational platform that provided fast communication among tutors at after school programs, parents, and teachers of homeless children