

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

Vice President of Roots & Shoots, Jane Goodall International Institute

Taipei, Taiwan

June 2013

PROJECTS

Usability Testing Team Project | Expedia

UX Researcher

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

Ann Arbor, MI

Jan-Apr 2017

2nd Brain | UMSI UX Design Clinic

UX Designer

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

Ann Arbor, MI

Jan-Apr 2017

GET U M | UMSI

UX Designer

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

Ann Arbor, MI

Fall 2016

EXPERIENCE

Office of International Affairs, National Taiwan University

Manager

- 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

Taipei, Taiwan

May 2013-Aug 2016

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
Microsoft Office
Paper Prototype
Autodesk Architecture

Soft Skills

Agile Project Management
Communication
Teamwork

Programming

Python
HTML5
CSS3

COURSES

Graphic Design
Usability Testing
Interaction Design
Contextual Inquiry
Agile Project Management