



Actively Seeking UX Researcher Full-Time Opportunities
yinganc.github.io | yinganc@umich.edu
linkedin.com/in/amy-chen-yingan

EDUCATION

University of Michigan

Master of Science in Information

Specializing in Human Computer Interaction (HCI); GPA: 3.906/4

Ann Arbor, MI

April 2018

University of Wisconsin

Exchange Student in Interior Design

Honored with Exchange Student Scholarship, College of Liberal Arts; GPA: 3.75/4

Madison, WI

Aug 2011-May 2012

National Taiwan University

Bachelor of Arts in Foreign Languages and Literatures

Minored in Economics; GPA: 4/4.3

Taipei, Taiwan

June 2013

EXPERIENCE

Citrix Systems, Inc.

UX Research Contractor

Lead research and operate participatory design workshop to identify target users and use cases for ShareFile Analytics

Santa Clara, CA

Jan-present, 2018

Citrix Systems, Inc.

Product Design Research Intern

Led research which includes gap analysis on 10 competitors as well as planning, executing, and analyzing 20 in-lab in-person user studies to guide Secure Mail redesign efforts with design recommendations and identified user cases

Santa Clara, CA

May-Aug 2017

UMSI UX Design Clinic Help Desk

User Experience Student Consultant

Offered UX advice and critiques for startups to identify business opportunities and guided young entrepreneurs to UX resources

Ann Arbor, MI

Mar 2017-Apr 2017

Office of International Affairs, National Taiwan University

Program Manager

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

Taipei, Taiwan

May 2013-Aug 2016

PROJECTS

2nd Brain | Lenovo HealthDesignBy.Us Co+Lab (UXDC Top 3)

User Experience Researcher

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

Ann Arbor, MI

Jan-Apr 2017

Expedia | Experience Testing Team Project

User Experience Researcher

Conducted agile user research on millennial travelers to discover their trip planning behavioral patterns, resulting in developing new features on the Expedia mobile app

Ann Arbor, MI

Jan-Apr 2017

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