

## 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**

*Santa Clara, CA*  
*Jan-present 2018*

- Design and operate participatory research study to identify target users and use cases for ShareFile Analytics
- Conduct user testing to validate new design concepts for Secure Mail

**Citrix Systems, Inc.**  
**Product Design Research Intern**

*Santa Clara, CA*  
*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 new design concept and prioritizing features

**UMSI UX Design Clinic Help Desk**  
**User Experience Student Consultant**

*Ann Arbor, MI*  
*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**  
**Program Manager**

*Taipei, Taiwan*  
*May 2013-Aug 2016*

- Recruited international students and designed online administrative 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

**2<sup>nd</sup> Brain | Lenovo HealthDesignBy.Us Co+Lab (UX Design Clinic Top 3)**  
**User Experience Researcher**

*Ann Arbor, MI*  
*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**  
**User Experience Researcher**

*Ann Arbor, MI*  
*Jan-Apr 2017*

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

## SKILLS

### Methods

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

### Operation

User Recruitment  
Lab Assistance  
Agile Project Management

### Syntheses

Affinity Mapping  
Content Coding  
Scenario  
Persona  
Storyboarding  
Statistical Analysis

### Design

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

### Tools / Programming

Python  
SPSS  
Mural  
Adobe Photoshop/Illustrator  
AutoCAD  
Rhino  
Adobe XD  
Sketch/InVision  
Drupal  
HTML  
CSS