

AMY CHEN

UX Designer & UX Researcher

<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

Taipei, Taiwan

June 2013

PROJECTS

Expedia | Usability 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

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

User Experience Researcher and Designer

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

GET U M | UMSI

User Experience Designer

Designed and pitched for a prototype of a way-finding app customized for UM students to solve on-campus navigation problems

Ann Arbor, MI

Sep-Dec 2016

EXPERIENCE

UMSI UX Design Clinic Helping 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
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

SKILLS

UX Research

Contextual Inquiry
Competitive Analysis
Affinity Mapping
Survey
Scenario
Persona
Storyboarding
Heuristic Evaluation
Usability Testing

UX Design

Flow Chart
Interaction Maps
Wireframing
Hi-fi/lo-fi Prototyping
Mockup
Visual Design

Tools

Axure
Sketch
InVision
Adobe XD
Illustrator
Photoshop
AutoCAD
HTML5
CSS3
Python

Language

English
Chinese
Japanese

COURSES

Contextual Inquiry
Interaction Design
Complex Web Design
Graphic Design
Usability Testing
Agile Project Management