

# User Experience Researcher & Designer

# Amy (Ying-An) Chen

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## EDUCATION

### University of Michigan, School of Information

Ann Arbor / April 2018

- Specializing in Human-Computer Interaction
- Selected Courses:
  - Contextual Inquiry and Consulting Foundations
  - Introduction to Interaction Design
  - Design of Complex Websites
  - Usability Testing (Winter, 2016)
  - Graphic Design (Winter, 2016)

### University of Wisconsin, Exchange Student Program

Madison / Aug 2011- May 2012

- Honored with Exchange Student Scholarship, College of Liberal Arts, National Taiwan University
- 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  
Paper Prototype

### Methodologies

User-Centered Design  
Contextual Inquiry  
Interaction Maps  
Affinity Mapping  
Brainstorming  
Storyboarding  
Wireframing  
Persona

### Languages

Chinese  
Japanese  
Taiwanese

### Programming

Python  
HTML5  
CSS3

## RELEVANT PROJECTS

### Contextual Inquiry Voluntary Individual Project (NDA)

- Conduct contextual interviews and analyze the qualitative data
- Manage the project timeline
- Update the clients about the progress of the project

Ann Arbor, MI  
On-going

### BridgED

#### Independent Team Project

- Define educational problems of homeless children
- Conduct interviews with the related organizations to define needs
- Design prototypes with Sketch and InVision for an online educational platform

Ann Arbor, MI  
On-going

### Michigan Legal Help Program

#### Contextual Inquiry Course Team Project

##### Client Liaison

- Managed client relations
- Conducted contextual interviews and built up affinity walls
- Provided scenario-based recommendations to the clients to improve their workflows

Ann Arbor, MI  
Fall, 2016

### GET U M

#### Interaction Design Course Project

- Experimented with interaction design methodologies: brainstorming, user research, storyboarding, prototyping, and user testing
- Designed and built a high-fidelity prototype of a mobile application for an on-campus indoor and outdoor navigation with Adobe XD

Ann Arbor, MI  
Fall, 2016

## WORK EXPERIENCE

### National Taiwan University Office of International Affairs Manager

- Designed scholarship system for applying and renewing scholarship, filing expense reports, and managing funding with Axure
- Re-designed data management system for managing current international students' enrollment status and health insurance records with wireframing and interaction maps
- Co-designed international student online application system and official website with interaction maps and flow charts
- Digitalized administrative process to enhance the administrative efficiency
- Managed and analyzed student data for international student recruitment
- Updated bilingual official website
- Translated Chinese user interface into English

Taipei, Taiwan  
May 2013- Aug 2016

### National Taiwan University Department of Foreign Languages and Literatures Research Assistant

- Collected and analyzed statistical data for student progress in order to test the different teaching methods professors used in classes
- Filed expense reports to ensure adequate funding

Taipei, Taiwan  
Aug 2012-May 2013

### Fu-Yang Science and Liberal Art After School Program English Teacher

- Instructed school students in preparing for high school entrance exams
- Compiled English teaching materials

Taipei, Taiwan  
Sep 2009-Jan 2010