

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 concept 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

2nd 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