AMY CHEN
UX Designer & UX Researcher

http://yinganc.github.io
yinganc@umich.edu

EDUCATION

University of Michigan (UM) — *Ann Arbor, MI*
Master of Science in Information — *April 2018*
Specializing in Human Computer Interaction (HCI)

University of Wisconsin — *Madison, WI*
Exchange Student in Interior Design — *Aug 2011-May 2012*
Honored with Exchange Student Scholarship, College of Liberal Arts

National Taiwan University — *Taipei, Taiwan*
Bachelor of Arts in Foreign Languages and Literatures — *June 2013*
Minored in Economics

PROJECTS

Expedia | Usability Testing Team Project — *Ann Arbor, MI*
User Experience Researcher — *Jan-Apr 2017*
Conducted agile user research on millennial travelers to discover their trip planning behavioral patterns, resulting in developing new features on the Expedia mobile app

2nd Brain | UMSI UX Design Clinic Top 3 — *Ann Arbor, MI*
User Experience Designer — *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

GET U M | UMSI — *Ann Arbor, MI*
User Experience Designer — *Sep-Dec 2016*
Designed and pitched for a prototype of a way-finding app customized for UM students to solve on-campus navigation problems

EXPERIENCE

UMSI UX Design Clinic Helping Desk — *Ann Arbor, MI*
User Experience Student Consultant — *Mar 2017-Apr 2017*
Offered UX advice and critiques for start-ups to identify business opportunities and facilitated young entrepreneurs to UX resources

Office of International Affairs, National Taiwan University — *Taipei, Taiwan*
Manager — *May 2013-Aug 2016*
Designed international student 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

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