

# AMY CHEN

UX Researcher & UX Designer

<http://yinganc.github.io>

[yinganc@umich.edu](mailto: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

Vice President of Roots & Shoots, Jane Goodall International Institute

*Taipei, Taiwan*

*June 2013*

## PROJECTS

**Usability Testing Team Project | Expedia**

**UX Researcher**

Conducted interviews, survey, heuristic evaluation and usability testing on millennial travelers to discover their trip planning behavioral patterns and analyzed qualitative data to help the client develop new features

*Ann Arbor, MI*

*Jan-Apr 2017*

**2<sup>nd</sup> Brain | UMSI UX Design Clinic**

**UX Designer**

Conducted more than 30 interviews to find user needs and designed user flows, 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**

**UX Designer**

Executed interviews and a competitive analysis to identify on-campus navigation problems and designed prototypes for a way-finding app customized for UM students

*Ann Arbor, MI*

*Fall 2016*

## EXPERIENCE

**Office of International Affairs, National Taiwan University**

**Manager**

- Designed the scholarship system with interaction maps and Axure, resulting in 50% increase in the application completion rate and reducing the application screening time from two months into one week
- Designed an international student online application system and the official website with interaction maps and flow charts, resulting in 40% elevation of the quantity and quality of the applications in two years

*Taipei, Taiwan*

*May 2013-Aug 2016*

## SKILLS

### Methodologies

User-Centered Design  
Heuristic Evaluation  
Contextual Inquiry  
Interaction Maps  
Affinity Mapping  
Usability Testing  
Storyboarding  
Wireframing  
Interview  
Scenario  
Persona  
Survey

### Tools

Axure  
Sketch  
InVision  
Adobe XD  
Illustrator  
Photoshop  
Microsoft Office  
Paper Prototype  
Autodesk Architecture

### Soft Skills

Agile Project Management  
Communication  
Teamwork

### Programming

Python  
HTML5  
CSS3

## COURSES

Graphic Design  
Usability Testing  
Interaction Design  
Contextual Inquiry  
Agile Project Management