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| **AMY CHEN** UX Researcher & UX Designer | 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  Vice President of Roots & Shoots, Jane Goodall International Institute  **PROJECTS**  **Usability Testing Team Project** | **Expedia** *Ann Arbor, MI*  **UX Researcher** *Jan-Apr 2017*  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  **2nd Brain** | **UMSI UX Design Clinic** *Ann Arbor, MI*  **UX Designer** *Jan-Apr 2017*  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  **GET U M** |**UMSI** *Ann Arbor, MI*  **UX Designer** *Fall 2016*  Executed interviews and a competitive analysis to identify on-campus navigation problems and designed prototypes for a way-finding app customized for UM students  **EXPERIENCE**  **Office of International Affairs, National Taiwan University** *Taipei, Taiwan* **Manager** *May 2013-Aug 2016*   * 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 | **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 |