YU-KUAN (CLIFF) HWANG

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PROFESSIONAL EXPERIENCE

Design/UX Intern   **May. 2019 — Present**

Sentier Strategic Resources, LLC   *Austin, TX*

- Implemented designs and conducted research for diverse clients
- Designed emails to improve information digestion of customers
- Explored new approaches to mobile application to increase customer in-store experience
- Analyzed qualitative data to pinpoint concerns of client's website and service

User Research Intern   **Apr. 2019 — Sep. 2019**

SuccessHub   *Sunnyvale, CA (Remote)*

- Developed the design flow of educational platform for students, faculty, and employers
- Created concepts of different functions and prototyped screens from UI designers
- Collaborated with engineers and UI designers to create the educational platform
- Executed user studies to gain insight to students' usage of learning management systems
- Presented recommendations and concepts of UI and user flow

EDUCATION

Master of Science, Information Studies   **May 2020**

School of Information, University of Texas at Austin   *Austin, TX*

Focus: User Experience Design/Research

Bachelor of Science, Psychology   **Jun. 2017**

National Chung Cheng University   *Chiayi, Taiwan*

PROJECTS

Texas Highways: Mobile Application   **Jan. 2018 — May 2018**

- Created low, medium, and high-fidelity prototypes to convey the concept of the app
- Ran user testing for the prototypes and improved it based on feedbacks

Indeed: Building Trust   **Jan. 2018 — May 2018**

- Conducted interviews and surveys to examine assumptions from the client
- Presented recommendations after pitching a new direction

Texas Department of Transportation: Digital Newsroom   **Sep. 2018 — Dec. 2018**

- Planned and executed surveys, interviews, and usability testing to understand user's needs
- Evaluated competitive analysis to pinpoint the advantages of current competitors

SKILLS

Research:

Cognitive Walkthrough, Competitive Analysis, Design Thinking, Experimental Design, Information Architecture, Interview, Personas, Prototyping, Qualitative Analysis, Quantitative Analysis, Survey, Storyboard, Usability Testing

Tools:

Sketch, Adobe XD, Figma, Balsamiq, Abstract, Invision, Zeplin, Adobe PS, Blender, HTML/CSS, Mural, PHP, SPSS, SQL, Torch AR