Yuanyuan Hu

User Experience Design & Human-Computer Interaction

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PROFESSIONAL EXPERIENCE

Research & Design Intern | Nokia | Naperville, IL | 06/2020 - 08/2020 |

Created a new system concept for future portfolio consideration.

- Conducted user research and competitor analysis, and delivered an assessment that identifies opportunity areas;
- Created and iterated the Lo-Fi prototype, conducted seven interviews with stakeholders, to test Lo-Fi; Synthesized and delivered insights; Supported teams bringing it to Mid-Fi.

UX Design Intern | Nokia | Naperville, IL | 06/2019 - 08/2019 |

Explored and designed the decision supporting system for the customers.

- Generated and developed three distinct concepts based on previous research, 2-days co-design workshop with executives, and testing;
- Delivered potential solutions illustrated by storyboard, user interface prototypes, that shows the main user flows, information architecture, and main features.

Product Manager | CaiYi Information Technology | Shanghai | 03/2018 - 08/2018 |

Released a new version of Lottery purchasing APP, took charge of a function module.

- Collected and prioritized demands, conducted competitive research and user research; Worked with teams to define the function, information architecture, and the wireframe;
- Delivered the product requirement documents, followed up process with Visual Designer and Developer, and iterated PRD.

Research Assistant | Tongji University | Shanghai | 07/2017 - 03/2018 |

User intent prediction model in proactive HMI | Huawei

- Analyzed user behavior and habits; Sorted out scenarios and designed functions;
- Developed interaction mechanism and functional framework, optimized prediction model with computer scientists;
- Delivered a series of models for intent prediction, identifying data needed, and designed interactions for gathering data.

Field Trial of Intel robotic technologies | Intel

Interaction Design for Adaptive Learning System | Intel

PROJECTS

UX & Service Design | Fidelity Investments | Chicago | 01/2020 - 05/2020 |

Designed an independent worker community, and built a new value exchange.

- Designed an end to end service from online to offline, validated it by testing core assumptions and usability test;
- Delivered a clickable prototype to illustrate the service and its value, highlighting four use cases.

Service Design | City Clerk Chicago | Chicago | 08/2019 - 12/2020 |

Created a trustworthy post-violation service, based on the Payment Portal website.

- Understood stakeholders' needs by secondary and primary user research, followed by prototyping, testing, and iterating.
- Delivered prototypes and service blueprint shows frontstage and backstage interactions; Got good feedback from both city and residents in the City collaborative meeting.

EDUCATION

MDes in
Human-Computer Interaction
Illinois Institute of Technology
08/2018 - 12/2020

BE in Industrial Design
Tongji University
09/2014 - 07/2018

SKILLS & TOOLS

Research

Stakeholder Interview
Competitive Analysis
Cultural Probe
Coding & Analysis
Usability Test
Heuristic Evaluation
Excel & Tableau

Communication

Insights Framing
Sketching & Diagramming
Persona & Storyboard
Video Storytelling
Co-design Facilitation

Prototyping

Sketch & Marvel & Principle
Figma
Adobe XD, Ai, Pr, Ps, Ae
HTML & CSS & JavaScript
3D Modeling & Arduino

AWARDS

Lenovo Technology Ventral
Competition - Top Ten, 2018

China-US Young Maker
Competition - Second Prize, 2017

Design Shanghai Exhibition
- Outstanding Participants, 2016

INTERESTS

Reading, History, Filmmaking,
Swimming, Traveling