

Yuanyuan Hu

A passionate **User Experience Designer** and a **team player** who brings technology from the lab to everyday lives for a desirable future.

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Design Portfolio: yuanyuanhu96.github.io

PROFESSIONAL EXPERIENCE

UX Design Intern, Narrative Science | 08/2020 - Present | Chicago, IL |

Designing onboarding experience for Lexio - a B2B data storytelling product.

- Developing the journey map, concepts, and interaction designs to increase adoption;
- Synthesizing user research and facilitating discussion to inform the roadmap.

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

led researches and created a new SaaS concept for future portfolio consideration.

- Initiated user research and competitive analysis to find product opportunities;
- Facilitated design in a multidisciplinary team and designed a new product concept.
- The concept was acknowledged by senior executives and moved for further validation.

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

Designed the decision supporting system for the customer.

- Brought co-created ideas with executives forward to 3 distinct product concepts;
- Designed user flows, information architecture, and UI, presented with user journeys;
- These concepts inspired the new product strategy and have evolved into a key product.

Product Manager, Yofish Fintech | 03/2018 - 08/2018 | Shanghai |

Built a new version of the Lottery purchasing APP for younger generations.

- Collected and prioritized requirements considering business, user, and technology;
- Design information architectures, interactions, leveraging existing function module;
- Wrote product requirements documents (PRD), helped with design and development.

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

User intent prediction model in proactive HMI, Huawei

- Categorized scenarios and functions by the content needs and interaction patterns;
- Developed interaction frameworks and prediction model with computer scientists;
- Designed use cases identifying values, data needed, and interactions for gathering data.

Field Trial of Intel robotic technologies, Intel

Interaction Design for Adaptive Learning System, Intel

PROJECTS

UX Designer, Fidelity Investments Project | 01/2020 - 05/2020 | Chicago, IL |

Designed a service to facilitate interaction between Fidelity and gig workers.

- Identified job to be done of gig workers and value that Fidelity can provide;
- Create an end to end experience for Fidelity to meet customers in their need.

Service Designer, City Clerk Chicago Project | 08/2019 - 12/2020 | Chicago, IL |

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

- Understood both city's and residents' needs, identified trust and communication issue;
- Delivered prototypes and service blueprint, proposing a fairer post-violation solution;
- Spoken highly from both city and residents in the City collaborative meeting.

EDUCATION

Illinois Institute of Technology

Master of Design,

Human-Computer Interaction

GPA: 3.8

08/2018 - 12/2020

Tongji University

Bachelor of Engineering,

Industrial Design

09/2014 - 07/2018

SKILLS

User-centered Design

Stakeholder Interview

Focus Group

Card Sorting

Heuristic Evaluation

Usability Test

Workshop Facilitation

Interaction Design

Sketching

User Flow

Information Architecture

Wireframe

UI Design

Other Skills

Adobe Creative Cloud

HTML & CSS & JavaScript

D3 & Tableau

AWARDS

Lenovo Technology Ventral
Competition (2018) Top Ten

China-US Young Maker
Competition (2017)
Second Prize

Design Shanghai Exhibition
(2016) Outstanding Participants