Yun Hsiao

UX Designer . Critical Thinker . Problem Solver

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WORK EXPERIENCE

Microsoft Research (via Myriad Consulting)
UX Designer | 09. 2019 – Present
Leading UX and visual redesign for Microsoft Academic, including fixing readability and inconsistency issues, and improving user flow, info architecture, and interaction design. Presenting insights and trends in research areas through topic graphs and filters, interactive multi-sense data visualizations, and paper family features.

iLink Systems, Seattle
Product Designer | 07. – 08. 2019
Created mockups and UI design guidelines for bidding system redesign with designers, and cooperated closely with project managers, engineers, and clients to complete a milestone.

University of Michigan - Academic Innovation
UX Design Fellow | 11. 2018 – 04. 2019
Redesigned user flow and user interface for innovative online educational services through close collaboration with designers, researchers, engineers, and other specialists.

American Family Insurance, Madison, WI
Innovation Design Intern | 05. – 08. 2018

Designed a whole new concept management system for efficient concept tracking and cross-departmental cooperation.
Conducted research and design prompts for ideation sessions to facilitate concept generation and venture building.
Built use cases for new concepts through storytelling and graphic design.

4xLabs, Singapore
UX Design Intern | 06. – 08. 2017

Translated business goals and user requirements into fully functional and usable B2B Marketplace features.
Improved design for currency exchange B2C website and applications.

Trend Micro, Taipei
UX Research Intern | 07. – 08. 2016
Supported improvement of a central log management software through contextual inquiry and usability testing.
Conducted secondary research on business strategies of potential clients and suggested future study on market trends.

EDUCATION

University of Michigan, Ann Arbor
MS, Human-Computer Interaction | 04. 2019
Specializing in interaction design and graphic design.

University of Washington, Seattle
MS, Library and Information Science | 06. 2017
Focusing on info visualization and design methodology.

National Taiwan University, Taipei
BA, Library and Information Science | 06. 2015
Communication Certificate
Training in research methodology and info architecture.

AWARD

Airbnb & SOCHI Design Jam
2nd Place | 10. 2017
Proposed additional route management and visualization features on Airbnb website to support multi-item journeys.

SKILLS

Design
Brainstorming, Storyboard, Service Blueprint, System Diagram, Interaction Map, Prototype, Graphic Design

Research
Interview, Observation, Contextual Inquiry, Cultural Probes, Diary Studies, Speed Dating, Card Sorting, Surveys, Usability Test, Heuristic Evaluation

Analysis
Personas & Scenarios, Competitive Analysis, Affinity Diagram, Customer Journey Map, Stakeholder Map

TOOLS

Prototyping
Sketch, Adobe XD, Figma, InVision, Principle, Axure RP, Flinto

Visualization
Adobe Illustrator, Photoshop, InDesign, Balsamiq, Tableau, R

Evaluation
Morae, UserTesting

Programming
HTML & CSS, JavaScript, XML, Python