Yun Hsiao

UX Designer . Critical Thinker . Problem Solver

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EDUCATION

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

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

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

WORK EXPERIENCE

University of Michigan - Academic Innovation
UX Design Fellow | 11. 2018 – 04. 2019

Collaborated with designers, researchers, engineers, and other specialists to support the user flow and UI redesign of innovative online educational services with human-centered design approaches.

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

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

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

Collaborated closely with marketing and engineering teams to design B2B Marketplace feature and improve B2C website and other applications for currency exchange.

Trend Micro, Taipei
UX Research Intern | 07. – 08. 2016

Supported improvement of a central log management software through contextual inquiry and usability test.
Conducted secondary research on business strategies of potential clients and suggested future research on market trends.

SKILLS

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

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

AWARD

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

COMMUNITY ENGAGEMENT

YWCA, Madison, WI
UX Researcher | 07. 2018
Identified facility and maintenance workflow issues of the residential hall, and pitched potential solutions for donation.

Washtenaw County Infrastructure Management, Ann Arbor, MI
Design Clinic - UX Designer | 01. – 04. 2018
Clarified workflow issues of help desk service and designed a new process for better knowledge management.

TOOLS

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

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

Evaluation
Morae, UserTesting

Programming
HTML & CSS, JavaScript, XML, Python