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 user experience redesign for Microsoft Academic through human-centered design approaches.

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.

YWCA, Madison, WI

UX Researcher | 07. 2018

Identified facility and maintenance workflow issues of the residential hall, and pitched potential solutions for donation.

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