

# Bonnie Yu

*Passionate about product development and UX.  
Love prototyping and hacking new ideas to solve user problems.  
Experience shipping product to millions of consumers.*

 <http://www.bonnieyu.com>

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## University of Michigan. Ann Arbor, MI

*Masters of Information Science, Class of 2013*

Design: Interaction Design, Graphic Design, Usability Research, Cognitive Science

Engineering: Information Retrieval & Search, Data Structures and Algorithms

## Harvard College. Cambridge, MA

*Bachelor of Arts, Economics, Class of 2006 with Citation in Mandarin*

## WORK EXPERIENCE

### SurveyMonkey Intelligence

August 2015 – Present

*Product Manager and UX II – San Francisco, CA*

- Lead a small team to launch the SurveyMonkey Intelligence dashboard, a new line of business that provides product managers/investors/marketers mobile usage data to make decisions. Growing revenue mo. over mo.
- Based on internal analytics, updated design of our plans to improve conversion rate
- Designed UX/UI for the dashboard including visualizations, sign up, and upgrade flows
- Designed and led development of Android mobile apps to acquire users for our mobile panel
- Partnered with legal, billing, and user auth team to enable user account creation and payment processing

### Microsoft Corporation – Modern IE 11 & Windows 10 Edge

July 2013 – December 2014

*UX PROGRAM MANAGER – Redmond, WA*

- Led developers to ship Reading View for Windows Phone 8.1
- Improved our team's understanding of user engagement by initiating and shipping data collection features
- Based on user feedback, storyboarded and wireframed new interactions for Reading View & Ask Cortana for Windows 10
- Brainstormed and developed HTML/CSS/JS prototype of an improved Reading View layout
- Improve speed of Reading View button light up by partnering with navigation team to optimize code path

### KDD 2012 Matching System (sold)

Freelance, March 2012 - August 2012

*PRODUCT LEAD & RECOMMENDATION ENGINE DEVELOPER – Ann Arbor, MI*

- Led a small team to acquire project, and develop a web application that matches researchers to students for the Knowledge Discovery Data Mining conference attended by ~1000 participants. Received positive feedback from attendees
- Gathered user requirements, interviewed attendees to understand user problems, designed sketches and wireframes

**Visual Revenue** – B2B Technology Startup that provides recommendations to news media e.g. Forbes

Summer 2012

*DATA SCIENTIST INTERN – New York*

- Researched and developed recommendation model to predict Facebook Likes to increase user engagement

### Microsoft Corporation – Online Services

July 2010 – June 2011

*TRAFFIC QUALITY ENGINEER – Redmond, WA*

- Analyzed terabytes of web server data from the adCenter Platform on Bing & Yahoo to identify fraudsters/bots on the Microsoft network across search, display, and mobile advertising to protect over a million dollar of revenue for advertisers

### Microsoft Corporation – Account Services Group Search

August 2006 – June 2010

*SEARCH ANALYST/ACCOUNT MANAGER - Redmond, WA*

- Grew \$2+ million account portfolio 20% over revenue quota through analyzing and optimizing paid search, contextual, and mobile data for key advertisers and agencies such as Cars.com, T-Mobile, and University of Phoenix
- Gained buy-in from CMOs through competitive reports leading to a 25% increase in revenue of a \$4+ million portfolio

- Developed and designed Excel tool that charted graphs for 40 analysts; decreased process time from 5 hrs to 20 mins
- Ran focus groups and contextual inquiry studies to improve the adCenter Desktop tool with engineering

## TOOLS & SKILLS

- Sketch, Adobe Illustrator, inVision, HTML/CSS/Javascript, Keynotopia with Powerpoint, and basic Unity 3d
- Wireframing, Storyboarding, Interaction Design, Usability Research, Prototyping
- Python, MySQL, MongoDB. Libraries: jQuery, Lucene, pandas

## INTERESTS

- Virtual Reality. Experimenting with simple virtual reality apps using Unity 3D
- **Hackathons** – 2<sup>nd</sup> Place win with safewalk a mobile app recommending the safest route at AT&T Hackathon
- Hiking and cycling.