Chia-Jou (Zoe) Lo
UX Engineer

3+ years of experience building official websites and efficient target-oriented websites for users. Looking to create more value with accessible websites.

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work experience

Self-employed
Jan 2022 - present

UX Engineer
- Created official websites for 5+ organizations.
- Refined the designs and programmed the front end.
- Collaborated with other designers and back-end engineers.

Cheng Hsin General Hospital
Sep 2018 - May 2021

UI/UX Designer | Feb 2020 - May 2021
- Designed, developed & launched 5 websites for the hospital providing external information to the general public.
- Hosted meetings with representatives from 80+ divisions in the hospital to get insights for the design of their website template.
- Increased 24% of the international patient number by launching the international medical center's website.
- Monitored Google SEO analytics to refine the websites.
- Curated and conducted 50+ website changes to improve user experience.

Web Developer | Sep 2018 - Feb 2020
- Designed and developed web applications using .NET Framework to support healthcare workers.
- Created responsive user interfaces to ensure registered nurses have the same perfect user experience on desktops and tablets.
- Saved up to 68% of the board of directors' time with their daily work by creating a management system.
- Provided design ideas to a developer building other systems, which improved user satisfaction by 36%.

education

University of Maryland
MS in Human-Computer Interaction | Expected May 2024

Taipei National University of the Arts
BFA in New Media Art, Music Minor | Sep 2014 - Jun 2018
- Led the translation group for exhibitions and performances at school.
- Built Bluetooth sensory devices and an Android App to bring about an Interdisciplinary Urban Action.

skills

design
Prototyping
Wireframing
Mockups
User Flows
Information Architecture
Personas

research
Usability Testing
Affinity Diagram
Heuristic Evaluation
Card Sorting
Focus Groups

tools
Sketch
Figma
Adobe Photoshop
Adobe Illustrator
Adobe Premiere Pro
Power bi
Arduino
Unity

programming
C#
HTML
CSS
Javascript
React
SQL

languages

English
Mandarin