

# Chia-Jou(Zoe) Lo

## PRODUCT DESIGNER (UX/UI)

UX specialist with 3+ years of experience focused on healthcare and B2B products, combining technical expertise with artistic sensibility.

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## EXPERIENCE

### UX Engineer

*Flikshop in Washington, DC*

*Jul 2024 - Present*

- Facilitated seamless engineer-designer collaboration, while actively participating in design reviews, providing UX insights that enhanced project efficiency and shortened development timeline by up to 50%
- Focused on details and precision to create products that mirror design intentions, leveraging dual expertise as both UX designer and engineer to ensure design fidelity

### UX/UI Designer

*Cheng Hsin General Hospital in Taipei, Taiwan*

*Sep 2018 - May 2021*

- Increased the number of international patients by 24% through the launch of the new website
- Designed, implemented, and launched 5 websites for the hospital, offering information to the general public
- Conducted meetings with representatives from over 80 divisions within the hospital to gather input for designing the website template for use by each division
- Monitored Google SEO analytics to optimize websites by analyzing the behavior of over 150K+ monthly visitors
- Improved the efficiency of healthcare workers, resulting in a 20% increase in productivity, by developing responsive interfaces for various devices
- Saved up to 68% of the board of directors' time by implementing a private management system

## EDUCATION

### MS in Human-Computer Interaction

*University of Maryland, College Park*

*Aug 2022 - May 2024*

- Led weekly lab sessions and provided office hours for Database Design, supporting about 50 students in mastering complex SQL queries and normalization techniques
- Worked as a freelance UX specialist on 10+ client projects, developing front-end solutions and enhancing user experience for various businesses including herbal medicine companies and medical clinics

### BFA in New Media Art

*Taipei National University of the Arts*

*Sep 2014 - Jun 2018*

## SKILLS

*UX Design:* Data Analysis, User Research, Wireframing, Prototyping, User Testing, UI Components

*Design Tools:* Figma, Sketch, Adobe Illustrator, Adobe Photoshop

*Development:* HTML, CSS, JavaScript, React, Angular, C#, Database Design, SQL, Git

And you might spot me performing piano in a hotel lobby !