

# Chia-Jou (Zoe) Lo

## UX Engineer

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### WORK EXPERIENCE

Self-employed  
Jan 2022 - present

#### UX Engineer

- Enhanced user experience designs and executed front-end solutions for over 10 organizations.
- Collaborated with cross-functional teams to ensure seamless, user-friendly digital interfaces.

Cheng Hsin General Hospital  
Sep 2018 - May 2021

#### UIUX Designer | Feb 2020 - May 2021

- Designed, implemented, and launched five websites for the hospital, offering external information to the general public.
- Conducted meetings with representatives from over 80 divisions within the hospital to gather input for designing the division website template.
- Increased the number of international patients by 24% through the launch of the international medical center's website.
- Monitored Google SEO analytics to optimize websites by analyzing the behavior of over 150K+ monthly visitors.

#### Web Developer | Sep 2018 - Feb 2020

- 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.
- Contributed design ideas to developers working on other systems, resulting in a 36% increase in user satisfaction.
- Developed and deployed over 5 innovative solutions leveraging the .NET Framework.

### 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 and technical teams for exhibitions and performances.
- Collaborated with dancers and engineers to create an interactive dance show.

### SKILLS

#### TECHNICAL

HTML  
CSS  
Javascript  
React  
C#  
SQL  
Git  
Prototyping  
Wire-framing  
Mockups  
User Flows  
Information Architecture  
Personas  
Usability Testing  
Affinity Diagram  
Heuristic Evaluation  
Focus Groups  
UI Components  
Figma  
Adobe Photoshop  
Adobe Illustrator  
Adobe Premiere Pro  
Power bi

#### NON-TECHNICAL

Empathy  
Communication  
Collaboration  
Creative Thinking  
Active listening  
Mindfulness

### LANGUAGES

English (fluent)  
Mandarin (native)