

Chia-Jou (Zoe) Lo

UX Engineer

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.
- Improved the usability of the websites by organizing and reframing previous codes to fit the new designs, which increased the customer conversion rate by 15%.

Cheng Hsin General Hospital
Sep 2018 - May 2021

UI/UX 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.
- Deployed over 5 innovative solutions leveraging the .NET Framework.

EDUCATION

University of Maryland

MS in Human-Computer Interaction | Expected May 2024

- Led weekly labs sessions and provided office hours for Database Design, supporting about 50 students in mastering complex SQL queries and normalization techniques.

Taipei National University of the Arts

BFA in New Media Art, Music Minor | Sep 2014 - Jun 2018

- Received scholarships for all 4 years due to consistently high academic performance.

zoeruo.com

+1 3462129652

clo0517@umd.edu

linkedin.com/in/chiajoulo

SKILLS

TECHNICAL

HTML

CSS

Javascript

React

C#

SQL

Git

Prototyping

Wireframing

Mockups

User Flows

Information Architecture

Personas

Usability Testing

Affinity Diagram

Heuristic Evaluation

Interview

Focus Groups

UI Components

Figma

Adobe Photoshop

Adobe Illustrator

Adobe Premiere Pro

Unity

Power bi

NON-TECHNICAL

Empathy

Curiosity

Communication

Collaboration

Creative Thinking

Active listening

Problem-Solving

Mindfulness

LANGUAGES

English (fluent)

Mandarin (native)