

EDUCATION

University of Michigan

Master of Science in Information

Specializing in Human Computer Interaction (HCI); GPA: 3.906/4

Ann Arbor, MI

April 2018

University of Wisconsin

Exchange Student in Interior Design

Honored with Exchange Student Scholarship, College of Liberal Arts; GPA: 3.75/4

Madison, WI

Aug 2011-May 2012

National Taiwan University

Bachelor of Arts in Foreign Languages and Literatures

Minored in Economics; GPA: 4/4.3

Taipei, Taiwan

June 2013

EXPERIENCE

Citrix Systems, Inc.

Product Design Research Contractor

- Lead participatory design research to identify target users and use cases for ShareFile Operations Analytics to accelerate IT admins workflow
- Conduct design workshop and user testing to explore and validate new design concepts to create market differentiators for Secure Mail

Santa Clara, CA

Jan-present 2018

Citrix Systems, Inc.

Product Design Research Intern

- Led research, which included performing gap analysis on 10 leading competitors, as well as planning, executing and analyzing 20 in-person user studies for Secure Mail
- Identified use cases and guided Secure Mail redesign efforts, resulting in new design concept and prioritizing features

Santa Clara, CA

May-Aug 2017

UMSI UX Design Clinic Help Desk

User Experience Student Consultant

- Offered advice and critiques for startups on possible UX issues in their products
- Guided young entrepreneurs to UX resources

Ann Arbor, MI

Mar-Apr 2017

Office of International Affairs, National Taiwan University

Program Manager

- Recruited international students and designed online administrative systems
- Achieved a 40% elevation of the quantity and quality of the applications and reduced the administrative time from two months into one week

Taipei, Taiwan

May 2013-Aug 2016

PROJECTS

2nd Brain | Lenovo HealthDesignBy.Us Co+Lab (UX Design Clinic Top 3) User Experience Researcher

- Executed and analyzed more than 30 interviews to find user needs
- Created wireframes and prototypes for an app to improve medication adherence for teenage patients with chronic illnesses

Ann Arbor, MI

Jan-Apr 2017

Expedia | Experience Testing Team Project

User Experience Researcher

- Conducted agile user research on millennial travelers to discover their trip planning behavioral patterns
- Resulted in developing new features on the Expedia mobile app

Ann Arbor, MI

Jan-Apr 2017

SKILLS

Methods

Contextual Inquiry
In-depth Interview
Focus Group
Diary Study
Cultural Probes
Card Sorting
Design Workshop
Competitive Analysis
User Enactment
Speed Dating
Survey Design
Heuristic Evaluation
Usability Testing
Marketing Research

Operation

User Recruitment
Lab Assistance
Agile Project Management

Syntheses

Affinity Mapping
Content Coding
Scenario
Persona
Storyboarding
Statistical Analysis

Design

Flow Chart
Site Map
Wireframing
2D/3D Mockup
Hi-fi/lo-fi Prototyping
Interaction Design
IoT Design
Graphic Design

Tools / Programming

Qualtrics
Python
SPSS
Mural
Adobe Photoshop/Illustrator
AutoCAD
Rhino
Adobe XD
Sketch/InVision
Drupal
HTML
CSS