

# CHIA YUN

UX/Product Designer | M.S. in HCI

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A UX/ Product designer with 4+ years experience in designing SaaS, mobile app and enterprise software. Up-to-date knowledge of Figma and other design tools.

## SKILLS

UX Design

UI Design

Interaction Design

Visual Design

Wire-framing

Prototyping

Information Architecture

User Research

Usability Testing

User Interview

Heuristic Evaluation

Data Analysis

Tools

Figma

Sketch

InVision

Adobe Creative Suite

Axure

HTML

CSS

Language

English

Mandarin

## WORK EXPERIENCE

### Product Designer · Paylocity

Remote · Full-time · Dec. 2022 - Present

- Collaborate with PMs, developers, and designers to release new features based on customers' feedback.
- Challenge ideas that neglect core UX problems, and contribute user-centered enhancements to the product roadmap.
- Navigated both dedicated and agency-style design environments, tackling diverse challenges across multiple B2B products.
- Conduct user interviews and analyzed the results for design refinements.

### Product Designer · Sprinklr

Remote · Full-time · Apr. 2021 - Dec. 2022

- Worked closely with PMs, developers, designers, and researchers to release new products and refine existing ones in an agile environment.
- Crafted innovative UX in an integrated SaaS across desktop, tablet, and mobile, helping clients connect with their customers seamlessly.
- Developed global data visualization guidelines for products.
- Converted customer feedback into actionable design solutions.

### UX/UI Design Consultant · Pandia Health

Remote · Part-time Contractor · Jun. 2020 - Aug. 2020

- Created UI components and built up the design library with the team.
- Designed a seamless ordering process for mobile devices.

### UX Design Intern · UiPath

Bellevue, WA · Summer Internship · Jun. 2019 - Aug. 2019

- Collaborated with cross-functional team to solve complex challenges.
- Redesigned the UX of a customer portal platform to engage more clients in providing feedback on the products to the IT department
- Designed the data visualization for a Robotic Process Automation (RPA) software to make the raw data understandable
- Simplified the flows of a SaaS app builder based on usability test findings.

### Freelance Graphic Designer

Taiwan · Mar. 2016 - Jul. 2017

- Designed marketing materials in a monthly magazine for the Ministry of Economic Affairs in Taiwan and for international conferences.

### Advertising Account Manager · Adup Co., Ltd

Taiwan · Nov. 2014 - May. 2016

- Boosted client ROI by 20% through Google Ads optimization using user profiles and behavior analysis.
- Evaluated e-commerce clients' website user flows, offering suggestions to

## EDUCATION

### MS in Human-Computer Interaction · Rochester Institute of Technology

Rochester NY, US · Aug. 2017 - May. 2020

### BBA in Statistics · National Cheng Kung University

Tainan, Taiwan · Sep. 2010 - Jun. 2014