

YUNG-CHIA YUN

UX Designer | M.S. in HCI

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An ambitious UX designer devoted to creating experiences that bonds a deep connection between the end user and product to elevate customer satisfaction.

SKILLS

User Research

Usability Testing

Heuristic Evaluation

Contextual Inquiry

Qualitative Analysis

Quantitative Analysis

Experimental Design

UX Design

Wire-framing

Prototyping

Interaction Design

Persona

Storyboard

User Flow

Information Architecture

User-Centered Design

Tools



Language

English, Mandarin

EDUCATION

MS in Human-Computer Interaction • Rochester Institute of Technology
Rochester NY, US • Aug. 2017-present

BBA in Statistics • National Cheng Kung University
Tainan, Taiwan • Sep. 2010-Jun. 2014

WORK EXPERIENCE

UX Design Intern • UiPath

Bellevue, WA • Jun. 2019-Aug. 2019

- Designed the data visualization of a robotic process automation (RPA) product for business clients to leverage their work efficiency
- Streamlined the navigation and reduce the complexity of a SaaS app builder to lower users' cognitive load based on the usability testing results
- Redesigned the UX/UI of a customer portal to encourage the interaction of exchanging information between the clients and the IT department
- Designed the first version logo for the company's design system

Freelance Graphic Designer

Taiwan • Mar. 2016-Jul. 2017

- Designed the ads on a county monthly magazine for the Ministry of Economic Affairs in Taiwan
- Designed the print marketing materials for an international conference
- Communicated with clients to meet their needs and preferences

Advertising Account Manager • Adup Co., Ltd

Taipei, Taiwan • Nov. 2014-May. 2016

- Increased 20% of the clients' ROI through operating Google ads and conducted advertisement optimization with users' profiles and behavior analysis based on the data on Google Analytics
- Evaluated the ease of purchasing flow on e-commerce clients' shopping websites and provided suggestions to IT and marketing team to simplify the ordering process

PROJECTS

Performance Evaluation System for a Design Agency • UX Designer

- Created a platform to enhance connections between employees by improving the performance evaluation process using a streamlined approach with essential information

Speech-to-Text App Design • Product Designer

- Applied user-centered designed methods and created a prototype with innovative features to improve the efficiency of conversations and address accessibility concerns