

YUNG-CHIA YUN

Product Designer | M.S. in HCI

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🌐 www.yungchiayun.com

A UX/ Product designer with 2+ years experience in designing SaaS, mobile app and enterprise software. Up-to-date knowledge of Sketch, Figma, Adobe Illustrator, and InVision.

SKILLS

UX Design

UI Design

Interaction Design

Visual Design

User-Centered Design

Wire-framing

Prototyping

User Flow

Information Architecture

User Research

Usability Testing

Heuristic Evaluation

Data Analysis

Tools

Sketch

InVision

Figma

Adobe Creative Suite

Principle

Axure

HTML

CSS

Language

English

Mandarin

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

WORK EXPERIENCE

Product Designer · Sprinklr

Remote · Apr. 2021-Present

- Work closely with PMs, developers, designers, and researchers to release new products and refine existing products in an agile environment
- Create innovative UX in an integrated SaaS across desktop, tablet, and mobile devices to help clients connect with their customers seamlessly
- Build data visualization guidelines for products globally
- Create responsive designs for an analytics tool that provides insights for users to make accurate strategies

UX/UI Design Consultant · Pandia Health

Remote · Jun. 2020-Aug. 2020

- Created UI components and built up the design library with the team
- Designed a seamless ordering process on mobile devices
- Provided new visual styling suggestions

UX Design Intern · UiPath

Bellevue, WA · Jun. 2019-Aug. 2019

- Collaborated with directors, senior designers, product managers, and engineers to solve complex products challenges for customers
- 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
- Streamlined the user flows and reduced the complexity of a SaaS-based app builder to lower users' cognitive load based on the usability testing results

Freelance Graphic Designer

Taiwan · Mar. 2016-Jul. 2017

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

Advertising Account Manager · Adup Co., Ltd

Taiwan · Nov. 2014-May. 2016

- Increased 20% of clients' ROI through operating Google ads and optimized with users' profiles and behavior analysis based on the data from Google Analytics
- Evaluated the ease of user flow on e-commerce clients' shopping websites and provided suggestions to simplify the ordering process