

UX design and research expertise for web or mobile platforms. M.S. Human Centered Design & Engineering (HCDE)
Proficiency in human-centered design, user research, wireframing, prototyping, and usability testing. Skilled in Photoshop, Illustrator, Sketch, InVision, Figma, Principle. Strong data-driven decision-making abilities and effective prototyping skills. Excellent written and verbal communication, with experience in cross-functional collaboration.

RELEVANT EXPERIENCE

Product Designer | CoReate

- Jun 2023 – Present | Seattle, WA
- Conducted 10+ user interviews and surveys about low-wage workers’ challenges with Seattle Labor Law
 - Defined the user model and user interface for an app with storyboards, mockups, and prototypes to help minority workers
 - Created concept testing and achieved a 90% user acceptance rate and an 80 NPS Score (“Excellent”); Influenced a six-figure proposal

UX Researcher | Blink UX

- Nov 2023 – Present | Seattle, WA
- Facilitated in-person usability testing for a nationwide VR Benchmarking study to run x80+ sessions in 3 weeks
 - Managed troubleshooting for VR hardware problems for 4 labs
 - Evaluated the usability of new and existing VR products
 - Research impacted up to 200,000 users VR experience and 10+ feature improvements

UX Designer | IPG Health

- Jun 2023 – Sep 2023 | New York City, NY
- Collaborated with a multidisciplinary marketing project team to conceptualize and design a patient-centric AI app for clients
 - Designed sitemaps, user flows and 30+ high-fidelity mockup screens using design systems and accessibility guidelines
 - Successfully pitched the end-to-end user experience to executive leadership and clients, resulting in a winning pitch

UX Designer | Premera Blue Cross

- Jun 2022 – Sep 2022 | Seattle, WA
- Improved the digital web experience of healthcare claim submission to benefit 2.8 million people nationwide
 - Redesigned 10+ high-fidelity mockups based on feedback from usability testing, stakeholders, and analytics
 - Made constructive suggestions for change and presented A/B testing plans to stakeholders and received positive feedback

UX Designer | User Empowerment Lab, U of Washington

- Sep 2020 – Present | Seattle, WA
- Designed a voice-based web app to study kids’ interaction with Amazon Alexa and social-emotional learning
 - Analyzed 30+ interviews to develop conceptual voice diagrams
 - Tested the usability of 500+ Skills on Alexa Marketplace and translated research results into design insights with publications

EDUCATION

M.S. Human Centered Design & Engineering (HCDE)

University of Washington
Seattle, WA

B.A. Architectural Design (minor in Informatics)

University of Washington
Seattle, WA

PUBLICATIONS

2022 ACM IMWUT: [Social Emotional Learning with Conversational Agents](#)
2023 ACM IDC: [Self-Talk with Superhero Zip](#)

SKILLS

Design	Research
Interaction Design	User Research
Visual/UI Design	Interview
Wireframing	Survey
Prototyping	Affinity Diagram
User Flow	Diary Studies
Information Architecture	Usability Testing
Storyboarding	Competitive Analysis
Personas	Journey Map

TOOLS

Design	Code & Data
Figma/Figjam	HTML/CSS
Sketch	Unity
Adobe XD	R, SQL
Illustrator	Python
InVision	Java
Photoshop	Arduino
Miro/Mural	Tableau
InDesign	Excel