

Chen-Chun Shen

I solve problems for human beings

user advocate | data-driven researcher | user centered designer

ccshen.info

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EDUCATION

Master of Science in Information Studies, specialization in UX Design

The University of Texas at Austin
May 2017 / Austin, TX

- 2017 Open House Peer Award for "iTester 3 Usability Study"
- GPA 4.0/4.0

Bachelor of Arts in Library and Information Science

National Taiwan University
Jun 2015 / Taipei, Taiwan

- 2014 Academic Excellence Award

SKILLS

Research and Design Methods

Survey and Interview
Think Aloud Usability Testing
Card Sorting and Tree Testing
User flowcharts
A/B Testing
Competitive Analysis
Heuristic Evaluation
Eye-tracking Technique
Personas and Storyboard
User Journey Maps
Wireframing
Rapid Prototyping

Tools

Sketch App + Craft
Principle for Mac
Adobe Creative Suite (Ai, Ps, Id, Xd, Ae, Pr)
Web Analytics (Google Analytics, Hotjar, VWO)
Axure RP
InVision
Balsamiq
Figma

Programming

Responsive Web Design
HTML, CSS
JavaScript
Python
PHP
MySQL

EXPERIENCE

Website Designer (Part-time)

Aug 2017 - Present

Dare to Innovate

Remote

- Building 3 different websites with CMS platform and custom CSS and JavaScript code injection per stakeholder's requirements
- Maintaining websites by monitoring and analyzing Google Analytics data

UI/UX Intern

Apr 2017 - Aug 2017

Tenfold

Austin, TX

- Collaborated and conducted design sprint in a B2B enterprise product startup
- Rapidly prototyped high-fidelity mockups with Sketch, InVision, and Principle
- Analyzed data of user behaviors and patterns for design insights

UX Designer (Capstone project)

Feb 2017 - May 2017

eMetric

Austin, TX

- Independently redesigned and improved the student portal of iTester 3, an existing online learning performance assessment tool
- Conducted heuristic evaluation, competitive analysis, concept creation, sketching and wireframing, and creating clickable prototypes
- Project won 2017 School of Information Open House Peer Award among 80 other projects

Usability Evaluation Assistant

Jun 2016 - May 2017

The University of Texas at Austin

Austin, TX

- Provided usability recommendations to help the University of Texas at Austin transition the university's human resources system painlessly to Workday, in partnership with the Administrative System Modernization Program Team
- Identified usability issues and solutions to enhance user adoption by planning and conducting more than 30 tests with on-site observation and lab-based eye-tracking sessions

UX Research and Design Assistant (Co-op)

Mar 2016 - Jun 2016

United Services Automobile Association

Austin, TX

- Designed a working prototype of a financial mobile app, FinaCare, for Millennials to save, budget, and manage repayment of their student loan
- Surveyed over 100 responses, talked to 16 interviewees, and conducted a competitive analysis with 12 financial apps to gather insights
- Used Axure RP, Illustrator, Photoshop, and InVision to refine the design
- Presented findings and proposed design to senior executives on the USAA campus