Product Designer

Amy Chen (Sijin Chen)

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EDUCATION

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

University of Washington | 2017-2019

B.S. in Informatics with HCI focus

University of Washington | 2013-2017

Dean's List for 11 quarters

3.85 | Graduate Magna Cum Laude

SKILLS

Design Tools

Figma	Flinto
Sketch	Principle
Illustrator	Photoshop
Invision	Axure
Abstract	Framer

Competency

Information Architecture

Complex Workflow

Design System

Data Visualization

Interaction Design

Visual Design

Wireframing

Prototyping

Research & Analysis

Comparator Analysis

Contextual Inquiry

Personas & Scenarios

User Journey

Heuristic Evaluation

Usability Testing

WORK EXPERIENCE

Product Designer 2 | Apptio   Oct 2020-Present

- Designed from scratch and launched a new interactive demand planning product that helps IT Organizations easily and accurately plan for the technology-spent costs
- Responsible for conceptualizing, scoping, designing, testing, and prototyping
- Led the redesign of the IT Planning product from the overall information architecture to interaction patterns such as drag and drop to set up layouts.

Product Designer 1 | Apptio   Apr 2019-Oct 2020

- Designed from scratch and launched a portfolio management product that helps leaders to plan investments, and to align the development work with business goals
- Collaboratively designed shared services such as comment, bookmark and activity
- Leveraged Figma to create a design system kit, designed and created reusable symbols with various complexity, officially launched in Nov 2020 (link)

Product Designer | Yirental   Jun-Oct 2018

- Brainstormed new features with the founder to enable guests and owners to manage short-term and long-term extended stay rentals
- Redesigned the information architecture to accommodate the new features

UX Design Intern | Apptio   Summer 2018

- Designed an exploratory feature to proactively surface business insights
- Interviewed 6 project managers and CTO to understand problems and opportunities
- Conducted job-to-be-done analysis to identify specific user journeys and scenarios

RELATED EXPERIENCE

Capstone Product Designer | Alaska Airlines   2018-2019

- Worked closely with Alaska Airlines to enable young-adult travelers to better utilize their time during layovers
- Conducted research with 5 methods and created designs with 6 key features to raise time and option awareness utilizing existing Alaska Airlines' mobile app and website

Silver Tongue (Voice UI)   Autumn 2017

- Designed a mobile conversational interface and created prototypes in a group of 3
- Enables users to simulate the interview experience with a chatbot and to receive comprehensive feedback regarding the response content and delivery

Alaska Airlines Accessibility Usability Study   Win 2018

- Planned and conducted usability study to evaluate the accessibility of the flight booking experience on the Alaska Airlines website for users with visual impairment and use screen readers to navigate desktop websites