Zhiyuan Chen

UX/Product Designer, UX Researcher

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EXPERIENCE

Product Designer | ARM Institute (Capstone)
Jan 2024 - Present

- Conducted extensive research through **4 field studies** within an **agile** environment, providing invaluable insights for a federally-founded non-profit to address manufacturers' adoption challenges of advanced technology.

Product Design Intern | Personalized Learning Squared: PLUS
Jan 2024 - Present

- Collaborated with design lead, product manager, and developers in a fast-paced startup environment to design an LLM-powered tutor Copilot, improving online tutoring for K-12 students nationwide.
- Co-led need-finding research with detailed research plans and **numerous** interviews with various stakeholders.
- Leveraged Gen-AI to develop **200 prospective ideas** with advanced prompt engineering skills and meticulously assessed and refined them.
- Hosted **3 workshops** with cross-functional teams to establish alignment on design direction, employing quantitative measures and priority matrices.

UX Design Intern | WeAudit, CHIMPS Lab, CMU
Jan 2024 - Present

- Designed a web page with **3 iterations**, fixed **8 issues** identified through usability testing, and handed off to developers
- Developed and refined **30+ ideas** of micro-interactions aimed at mitigating AI bias, and prototyped selected ones.

PROJECTS

Design Lead & Project Manager | Honda Research Institute
Jan 2024 - Present

- Led the design of both the robot interface and the remote control system of an LLM-powered campus navigation robot.
- Supervised team members and project direction and collaborated with cross-functional teams in a leadership capacity.

UX Researcher & Designer | Automotus
Aug 2023 - Dec 2023

- Co-led **4 rounds** of user research and interviewed **17 users** to understand and validate their needs and desirability.
- Conceptualized and prototyped the final design independently based on the evidence gathered from research.

UX & Web Designer | Chinese Computer Community, UCSD
Aug 2022 - Jun 2023

- Conducted research with **20+ users** to decide on project direction, designed the GoalTritonCareer website that helps with career-finding among international students at UCSD
- Enhanced usability and usefulness by streamlining the information architecture and curating content for the website.

EDUCATION

Carnegie Mellon University
Master of Human-computer Interaction (MHCI)
Aug 2024, Pittsburgh, PA

University of California, San Diego
B.S. Cognitive Science w/ Spec. in Design & Interaction
B.S. Psychology
GPA3.9/4.0

SKILLS

Design
UX/UI Design, Product Design, Interaction Design, Visual Design, Service Design, Responsive Design, Prototyping, Wireframing, Design Systems, Information Architecture, Design Thinking

Research
Heuristic Evaluation, Survey, Contextual Inquiry, Interview, Affinity Diagram, User Journey Maps, Persona, Competitive Analysis, Speed Dating, Storyboarding, Usability Testing, A/B Testing

TOOLS

Software
Figma, Sketch, Notion, Slack, Miro, Mural, Jira, Adobe Illustrator, UserTesting.com, Wix, Webflow, Microsoft Office Suite, Qualtrics, Tableau, JMP Pro

Programming
HTML+CSS, JavaScript, Python