

CAROL Y. CHEN

<http://carolchen.org>

OBJECTIVE Design delightful user experiences for consumer products

SKILLS **Design and research:** User interface design process, wireframing, writing specifications, qualitative research methods, needs and usability assessment, prototyping
Technology: Fireworks, Visio, Illustrator, Photoshop, HTML, Javascript, CSS, Flex, Arduino, FrameMaker, Axure, Balsamiq, OmniGraffle, PHP
Project management: Agile development, release planning, resource prioritization

WORK EXPERIENCE

INTERACTION DESIGNER

Autodesk, San Francisco, CA

Apr 2011–Current

- Designed Autodesk.com mobile website: <http://m.autodesk.com>.
- Designed webpages to drive awareness and conversion of core products and services such as the Autodesk 360 cloud and PLM offerings, support framework, and file viewers.
- Redesigned the search and social experiences.
- Communicated the designs using detailed annotated wireframes and prototypes.

PRODUCT MANAGER

Redfin, San Francisco, CA

Jul 2010–Jan 2011

- Designed and shipped user-facing web application and mobile features, including the first Android app, saved searches on the iPhone, and highlighting Redfin listings on the website. Created high-fidelity mockups with Photoshop, interactive prototypes with Axure, and user flows with OmniGraffle, taking user scenarios and user studies into account.
- Established user research as a process, and designed and conducted all user testing.
- Managed all mobile products and project managed a release.

INTERACTION DESIGN INTERN

Intuit, San Diego, CA

Jun 2009–Aug 2009

- Designed the customer experience and user interface for Quick Employer Forms, an online tax service for small business owners:
Launched at <http://QuickEmployerForms.com>, now available as part of Turbo Tax.
- Created user flows, storyboards, mockups, wireframes, and page designs.
- Identified customer pains and improved the design based on several rounds of usability tests.

GRADUATE TEACHING ASSISTANT

University of California at Berkeley, Berkeley, CA

Jan 2010–May 2010

- Wrote design assignments for the User Interface Design and Development course.

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APPLICATIONS ENGINEER, TECHNICAL WRITER

Freescale Semiconductor, Austin, TX

Sep 2003–Jun 2008

CREATIVE PROJECTS

Cookmark: a digital collaborative cooking interface that enhances the group experience of cooking multiple dishes (Master's final project).

Twitter Superstars: an information visualization of celebrity behavior on Twitter.

Dashr: a mobile game application for Android to motivate runners to run longer distances, by making running into a competitive game centered around capturing territory.

Eye for Art: a Flex web application to teach aspiring artists how to draw and see the world with an artistic eye.

EDUCATION

UNIVERSITY OF CALIFORNIA, BERKELEY, Berkeley, CA

Aug 2008–May 2010

Master of Information Management and Systems, with emphasis in Human Computer Interaction

Coursework: User Interface Design and Development, Tangible User Interfaces, Theory and Practice of Design, Interface Aesthetics, Qualitative Research Methods, Information Visualization, User Interface Prototyping Design Clinics, Managing the New Product Development Process

RICE UNIVERSITY, Houston, TX

Aug 1998–May 2003

Bachelor of Arts in Computer Science and Asian Studies

KYUSHU UNIVERSITY, Fukuoka, Japan

Oct 2001–Aug 2002

Study abroad program in Japanese language and culture

LANGUAGES

Mandarin Chinese (fluent), Japanese (intermediate), Spanish (intermediate)

ACTIVITIES & AWARDS

Olympic- and sprint-distance triathlete, Berkeley Innovation product design team member, Interaction Design Association (IxDA) San Francisco member, User Research Friday 2010 student volunteer, School of Information merit-based fellowship recipient