

VERA CHEN

UX Designer

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EDUCATION

University of Washington

September 2017 - March 2019

M.S. in Human Centered Design & Engineering

Mount Holyoke College

August 2011 - May 2015

B.A. in International Relations

Harvard University

January - May 2014

Visiting Undergraduate Student

SKILLS

Interaction Design

Visual Design

Data Visualization

Figma, Sketch, Principle

Contextual Inquiry

Competitive Analysis

Survey, Usability Studies

HTML, CSS

PROJECTS

Usability Studies with HTC Vive

Accessible Design @ HuskyADAPT

Website Redesign for Seattle

Coffee Works

Home Price Visualization

Participatory Design of a Smart Waterbottle

EXPERIENCE

UX Designer | Microsoft

June 2019 - Present, Bellevue, WA

As a member of C+AI Design Studio, I am working on Customer Service application of Dynamics 365. Actively collaborating with PM and Developers, I recently handed off an integration project with Customer Care Insights team. Currently, I'm driving an UX improvement project to align non-entity pages with Unified Interface.

Student UX Designer | Uber

October - March 2019, Seattle, WA

Partnering with Uber as part of Master's Capstone project to explore user needs and design solutions, with a goal to help Uber riders recreate a favorite Uber experience. Throughout the project, conducted UX research, ideation, usability studies, and iterations. Delivered a clickable high-fidelity prototype with a poster and video for presentation.

Product Design Intern | Facebook

June - September 2018, Seattle, WA

Collaborating directly with Engineers, worked on the onboarding flow and in-product messaging for a web-based design tool. Conducted user research and proactively seek feedback from partner teams in the design critiques. Created an end-to-end experience of the onboarding flow. Established a messaging framework by practicing product thinking and design system knowledge.

Product Marketing Manager | LinkedIn

June 2015 - May 2017, Beijing, China

Worked with the Product team on LinkedIn's mobile app. Promoted features leveraging cross-platform assets. Conducted usability tests and product localization. Managed and boosted LinkedIn China company page from 20K followers to 460K.