

Yen-Heng Chang

Hello, I am Yen, an UX designer that has experience in both product design and information design. With an explorative and open-minded mindset in product design, I like to conduct workshops and develop prototypes to gain user insights; with the experience of information design, I develop a strong sense of visual communication while developing digital products.

EDUCATION

TU Delft

MSc Design for Interaction
Sep 2019 - Oct 2021 | Netherlands

Tunghai University

Bachelor in Industrial Design
Sep 2013 - Feb 2018 | Taiwan

TOOLS

Design

Photoshop
Illustrator
Indesign
Premiere

Prototype

Figma (mainly used)
Framer
Sketch

Front End

HTML
CSS
Javascript

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EXPERIENCE

FORD MOTOR COMPANY ————— Postgraduate Researcher

March 2021 - Oct 2021 | German Aachen

In the research cooperated between TU Delft and Ford, I aimed to improve the communication between researchers and data scientists in Ford Aachen.

- Conducted literature review about communication and knowledge management
- Conducted 3 iterations of workshops to find out suitable communication strategies for the teams
- Defined the classification of information that is exchanged between the teams
- Built a communication strategy for the teams

CHUNGHWA TELECOM ————— UX Designer Intern

Jul 2020 - Aug 2020 | Taiwan Taipei

In the 2 months of the internship, I was responsible for revising the newly launched dashboard of the smart pole IoT network.

- Defined the personas by interviewing potential users
- Reconstructed the information architecture and wireframe of the dashboard
- Conducted 4 user tests to validate the prototype
- Proposed user insights and a high-fidelity prototype for further development.

RE-LAB ————— Information Designer

Nov 2017 - Mar 2018; Feb 2019 - Aug 2019 | Taiwan Taipei

Re-lab is the first information design consultancy in Taiwan. I worked as a main visual designer in 5 cases from different industries (including retailing industry, media industry, and public sectors.)

- Designed infographics and data visualization that helps the clients communicate and convey information.

❖ COMPETITIONS

2016 International Bicycle Design Competition - Service Design Project 2nd place
2017 Red Dot Award : Design Concept Shortlist