

Sisi Chen

UX/UI Designer

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EXPERIENCE

Digital UX Design Intern | Michigan Medicine

May 2023 - Aug 2023 (4 mos) • Ann Arbor

- Led full redesign of the Information Assurance website, delivering 6 wireframe variations based on accessibility guidelines while meeting client expectations.
- Updated website clickable infographics, reducing readiness complexity and increasing traffic to previously underutilized pages.
- Collaborated with developers and product management team to optimize website interactions, ensuring alignment with campus identity standards.

Technology Associate | Global China Connection (GCC)

Sep 2020 - Aug 2021 (1 yr) • New York

- Initiated the migration of GCC website content to a redesigned server interface, focusing on information architecture and visual styles.
- Partnered with cross-functional teams to launch website pages for the 2021 GCC Global Summit, achieving a record-breaking attendance of 300+ participants.
- Provided prompt technical assistance for software issues at the Global Summit.

UX Research and Design Intern | Compu21 Institute

Apr 2020 - Aug 2021 (1 yr 5 mos) • New York

- Conducted user research on Site Safety Training (SST) online projects, with a specific focus on integrating face recognition techniques into training modules.
- Analyzed competitor training methods and user feedback (200+ responses), and wrote user stories for integration into the SST product roadmap.
- Facilitated 15+ user testing sessions on the redesigned system, combining qualitative and quantitative data to enhance decision-making, resulting in a 20% boost in training enrollment.

PROJECTS

The Michigan App | UMich Information Technology and Services

May 2023 - Aug 2023

Proposed scalable redesign and advocated for executive support, fostering cross-functional collaboration to enhance the app's strategic impact.

Sales Ticketing Optimization | Palo Alto Networks

Sep 2022 - Dec 2022

Conducted contextual inquiry with global sales to understand ticket processes, identify challenges, and offer insights for ticketing improvement.

EDUCATION

University of Michigan

Expected May 2024, Ann Arbor

MS in Information (UX/HCI)

Relevant Coursework: Web Design, Graphic Design, Interaction Design

Stony Brook University

Jan 2019 - May 2022, Stony Brook

BS in Applied Mathematics and Statistics

BS in Technological System Management

Dean's Honors List

Relevant Coursework: Technology Assessment, Benevolent Computing, Data Analysis

SKILLS

Design

Interaction Design, Visual Design, Responsive Design, Prototyping, User Flows, Design Systems, Data Visualization, Information Architecture

Research

Usability Testing, Storyboarding, Heuristic Evaluation, Contextual Inquiry, User Interview, Journey Map, Survey, Competitive Analysis, A/B testing, Card Sorting

Tools

Figma, Sketch, Adobe Creative Cloud (Illustrator, XD, Photoshop, InDesign), WordPress, Procreate, HTML, CSS, R, Python, Unity, Bezi