

LILY CHEN

UX DESIGNER

SKILLS

Interaction Design
Rapid Prototyping
Wireframing
Affinity Mapping
Journey Mapping
User Interviews
Usability Testing
Card Sorting
Agile Methodologies
HTML & CSS
Public Speaking

TOOLS

Sketch
Figma
Invision
Adobe XD
Adobe Photoshop
Adobe Illustrator

EDUCATION

General Assembly
Certificate- UX Design Immersive

Oxford Seminars
Certificate -TESOL

Rutgers University
BA - Linguistics

CONTACT

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PROFILE

As a UX Designer with a background in ESL Education I'm well versed in breaking down barriers. Whether they are barriers of the English language or barriers of communication in an app. I combine the empathy and personability of a teacher with the creativity and problem solving skills of a designer to create intuitive, user centered design solutions.

EXPERIENCE

UX DESIGNER - ON THE STAGE

JUNE 2020 - OCTOBER 2020- CONTRACT

- **Research:** Collected and analyzed data through client interviews, card sorting and usability testing
- **Design:** Created mockups and prototypes of On The Stage's site redesign including screens for: dashboard, onboarding process, website creator, customer support, live-streaming set-up
- **Collaboration:** Coordinated and led design studios with On The Stage's development & support teams

UX DESIGNER - RELAY DELIVERY

MARCH 2020 - MARCH 2020- FREELANCE

- **Leadership:** Led team of 4 UX Designers for freelance project, acting as point of contact with client. Managed team's schedule as Scrum Master
- **Collaboration:** Worked in conjunction with Relay's staff to design user centered solutions for delivery site issues
- **Research:** Gathered research by conducting user interviews with existing clients, distilled research into actionable goals
- **Design:** Created interactive, user centered designs for Relay's website using paper wireframes and Figma

UX DESIGN FELLOW - GENERAL ASSEMBLY

JAN 2020- APR 2020

- **Training & Development:** Learned Sketch, Figma, Invision and principles of human centered Design
- **Collaboration:** Collaborated with teams of UX Designers to redesign website based on user research to improve usability
- **Research:** Utilized user research and usability testing to create a forum based travel app for mobile.