



Emily Chen

Human-centered Designer

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Summary

Results-driven Human-centered Designer with 5+ years of experience in creating user-centered design solutions that drive business growth and customer satisfaction. Proven track record of delivering high-quality designs that meet and exceed client expectations, with a strong focus on usability, accessibility, and innovation.

Experience

Senior UX Designer

DesignLab • New York, NY • Jan 2020 – Present

Leading the design team in developing intuitive and engaging user experiences for web and mobile applications, resulting in a 25% increase in user engagement and a 30% increase in conversion rates.

- Conducted user research and testing to inform design decisions, resulting in a 90% satisfaction rate from users
- Collaborated with cross-functional teams to develop and implement design systems, resulting in a 40% reduction in design inconsistencies
- Designed and developed high-fidelity prototypes using Sketch, Figma, and Adobe XD, resulting in a 50% reduction in design-to-development time
- Presented design concepts and solutions to clients and stakeholders, resulting in a 95% client satisfaction rate

UX Designer

Innovatech • San Francisco, CA • Jun 2018 – Dec 2019

Designed and developed user-centered design solutions for mobile and web applications, resulting in a 20% increase in user adoption and a 15% increase in customer satisfaction.

- Conducted user interviews and surveys to gather insights and feedback, resulting in a 80% response rate from users
- Created wireframes, prototypes, and high-fidelity designs using Axure, Sketch, and Adobe Creative Suite, resulting in a 25% reduction in design-to-development time
- Collaborated with development team to ensure design implementation, resulting in a 95% design implementation accuracy rate
- Participated in design reviews and critiques to ensure design quality and consistency, resulting in a 90% design quality rating

Skills

User Research

User Experience Design

User Interface Design

Interaction Design

Visual Design

Design Systems

Accessibility Design

Usability Testing

Communication

Collaboration

Problem-Solving

Time Management

Education

Master of Science

Stanford University

Stanford, CA

Jun 2018

Human-Computer
Interaction

3.8/4.0

Bachelor of Science

University of California,
Berkeley

Berkeley, CA

Jun 2015

Computer Science • 3.5/4.0

Certificates

Certified UX Designer

Nielsen Norman Group

Jan 2020

Completed a comprehensive UX design course and passed the certification exam

Certified Human-Centered Designer

IDEO • Jun 2019

Completed a human-centered design course and passed the certification exam

Languages

English • Native

Spanish • Fluent

Hobbies

Reading design books and articles

Participating in design communities and meetups

Practicing yoga and meditation to improve focus and creativity