

# Emily Chen

## UI/UX Writer

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San Francisco, CA  
emilychen/portfolio

## Summary

Highly skilled UI/UX Writer with 5+ years of experience in crafting user-centered content for various interfaces, including web, mobile, and desktop applications. Proven track record of increasing user engagement by 25% through clear, concise, and compelling content. Proficient in industry-standard tools such as Sketch, Figma, and Adobe Creative Suite.

## Experience

### Senior UI/UX Writer

Google, Mountain View, CA, Jan 2020 - Present

Collaborate with cross-functional teams to develop intuitive and user-friendly content for Google's flagship products, resulting in a 30% increase in user satisfaction. Conduct user research to inform content strategies, analyze metrics to measure content effectiveness, and iterate on content based on user feedback. Develop and maintain content style guides to ensure consistency across all products.

- Developed and implemented a comprehensive content strategy for Google's new product launch, resulting in a 25% increase in user acquisition
- Collaborated with designers to create user-centered content for Google's mobile app, resulting in a 20% increase in user engagement

### UI/UX Writer

Microsoft, Redmond, WA, Jun 2018 - Dec 2019

Created and edited content for Microsoft's web and mobile applications, resulting in a 15% increase in user engagement. Worked closely with designers and product managers to develop content that met user needs and aligns with business goals. Conducted user testing and feedback sessions to validate content effectiveness.

- Developed and maintained content for Microsoft's new web application, resulting in a 10% increase in user retention
- Collaborated with designers to create interactive content for Microsoft's mobile app, resulting in a 15% increase in user engagement

## Education

### Bachelor's

Stanford University, Stanford, CA, 2015-2019  
English, 3.5

## Skills

Content Strategy

User Research

Content Creation

Collaboration

Communication

## Languages

English, Native

## Certificates

### Content Strategy Certification

Coursera, 2020

Completed a certification course in content strategy, focusing on user-centered content and metrics-driven approach

## Awards

### Best UI/UX Writing Team

Google, 2020

Received an award for outstanding UI/UX writing team, recognizing the team's contributions to Google's product success

## Hobbies

Writing

Design