

Jeremy Chen

EXPERIENCE DESIGNER

Boston, MA

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972-742-7161

U.S. Citizen

EDUCATION

The University of Texas at Austin

Master of Science, Information Studies, Specialization: User Experience Design

Aug 2017 - May 2019 | GPA: 3.83

National Taipei University

Bachelor of Science, Communication Engineering

Sep 2013 - Jun 2017 | Taiwan | GPA: 3.49

EXPERIENCE

UX Designer, CVS Health

Jan 2020 - Current | Boston, Massachusetts

- Taking UX lead on improving the e-commerce web and native app experiences that interplay in the CVS Pharmacy and retail spaces by partnering with UI designers, copywriters, product partners, and engineers under SAFe agile framework.
- Driving 40% increase in the shopping banner click-through rate in cart by ideating and building out a UX strategy of refining the banner module in production with A/B testing and facilitating customers behavior changes through experience phases.
- Integrating CVS membership enrollment functionality in cart by incorporating business/legal, technical, marketing and user needs into user flows, and communicating decision-making rationale to 40+ stakeholders at enterprise level.
- Identifying problems and refining prototypes with qualitative and quantitative research. Ensuring interactions are accurately developed in final product for optimal effect and support of user goals by partnering with QA engineers.

UX Design Intern, ViewSonic

Jan 2019 - May 2019 | Remote

- Improved a B2B SaaS-Based web application from problem solving through detailed UI and visual design with cross-functional teams including product manager and developers.
- Prototyped high-fidelity mockup of web application using Figma. Created reusable UI components across the entire product ecosystem.
- Synthesized research findings to provide actionable recommendations with clear objectives. Held ideation workshop to define key features and value proposition for product releases.

Experience Design Intern, athenahealth

Jun 2018 - Aug 2018 | Watertown, Massachusetts

- Collaborated closely with Scrum teams in an agile environment to implement electronic signature functionality into a cloud-based software and ensure technical and business needs are met while maintaining a strong focus on the user experience.
- Practiced user-centered design by conducting user research and usability testing with 10+ participants to validate designed hypotheses.
- Created journey map, user flows and prototypes to communicate design strategies and detailed interaction behaviors for web experiences of signing payer application form.

SKILLS & TOOLS

UX

Web Design
Mobile Design
Storyboard
Ideation
Wireframing
Prototyping
Design Workshop
Product Strategy

RESEARCH

Interviews
Personas
Journey Map
Concept Test
Usability Test
Card Sorting
Heuristic Eval
Competitor Eval

CODING

HTML
CSS
JavaScript
Bootstrap
PHP
MySQL
JIRA

TOOLS

Sketch
Figma
InVision
Photoshop
Adobe XD
Axure
Principle
Miro