

## SUMMARY

- » Experienced design professional with both the technical aptitude and creative knowledge to deliver compelling, sustainable solutions.
- » 2 years of work experience with user experience research and design, and 2 years of academic training in human computer interaction, user-centered design, and usability evaluation.
- » Experience designing & prototyping user interfaces for web, and desktop applications.
- » Demonstrated ability to deliver quality work as an independent designer and as a team player.
- » Multidisciplinary background with strong analytical, organizational, and communication skills.

## RELEVANT WORK EXPERIENCE

### SAP, User Experience Intern | 07/2008 - 01/2009

- » Designed the interface and interaction of a desktop application for SAP sales account executives.
- » Designed for internal portal. Tasks include designing mockups, use cases, style guides, and sitemaps for various design projects.
- » Conducted usability testing. Analyzed user data and provided design recommendations. Researched the data modeling process and presentation of persona. Developed a template and usage guideline for project teams.
- » Researched on social tagging. Wrote a report of its potential usage and design guideline for directors and the UX team.
- » Evaluated new corporate collaboration platform for SAP employees. Researched, designed, and tested design solutions (Agile Development).

### University of Michigan, User Experience Architect | 05/2007 - 04/2008

- » Conducted interview to understand user needs and desires to the community website. Analyzed verbal data and create user categorization. Based on the analysis, defined system requirement.
- » Performed iterative design on sketches and wireframes.
- » Researched principles of incentive-centered design and made design decisions to the interface and system behavior. Developed the community Website for US Scientists.
- » Performed a heuristic evaluation of the community website and recommended modifications.
- » Based on modifications, designed a personalized portal and implemented Web2.0 applications. (forum, report commenting system).

### Retensa LLC, Web Programmer | 06/2006 - 10/2006

- » Conducted requirement analysis on the new Web site and led the final decision of corresponding internet service provider. Determined functional architecture of official Web site and generated and managed the content.
- » Developed Web-based applications including survey, newsletters, and user management.

## ACADEMICS

### University of Michigan, MSI in Human-Computer Interaction & Social Computing | 2008

#### *Portalis* | User-Centered Design

- » Designed to Alleviate Homelessness. Conducted literature reviews and interviews to define research problems. Conducted a survey to confirm findings and defined the optimal solution and potential users. Designed an online knowledge sharing system. Conducted experience testing on wireframes.

#### *CareVerine* | User Experience Research

- » Conducted user interviews and developed personas and scenarios to represent user need, goals, and desires to the health information system. Performed task analysis and applied it to heuristic evaluation. Prioritized usability problems. Conducted user surveys and lab-based usability testing to confirm findings and discovered any other outstanding usability problems. Presented design recommendations.

#### *Emergency Response System* | Interface and Interaction Design

- » Designed the interface and interaction of a conceptual emergency response system. Conducted user interviews and participant observation. Defined system behavior and prototyped on paper for initial validation. Developed hi-fidelity prototype and conducted usability testing.

### University of Florida, MS in Computer Science. | Transferred in September, 2006

### National Sun Yat-Sen University, BS Mechanical Engineering | 2002

## SKILLS

### Design & Presentation

- » Concept Sketching
- » Rapid Prototyping
- » Storyboarding
- » Information Architecture
- » Experience Design
- » Photoshop, Illustrator
- » HTML, CSS, Dreamweaver
- » Visio
- » PHP, MySQL, Perl

### Research Methods

- » Interview
- » Field Observation
- » Contextual Inquiry
- » Survey
- » Experiment
- » Web Data Mining

### Usability Evaluation

- » Heuristic Evaluation
- » Cognitive Walkthrough
- » Usability Testing
- » Competitive Analysis

### Language

- » Mandarin (native)
- » English (proficient)

## AWARDS

- » Semifinalist, CHI 2008 Student Design Competition, Florence, Italy
- » Third Place (of 27), Annual Student Project Competition, School of Information, University of Michigan
- » Achievement Award Scholarship, University of Florida

## INTERESTS

- » Human Computer Interaction
- » User-Centered Design
- » Information Visualization
- » Design Research
- » Data Modeling
- » Social Computing
- » Mobile & Ubiquitous Computing
- » Knowledge Management
- » Computer-Aided Collaboration

# Graph of Cheng-Lun 's Background and Experience

Artifacts available for most projects

