Chloe Liang

UX Designer

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Education

University of Washington

2020 - 2021, Seattle, WA

Master of Human-Computer Interaction and Design

Carnegie Mellon University

2014 - 2019, Pittsburgh, PA

Bachelor of Architecture

Minor in Photography

Skills

Design

Interaction Design

Rapid Prototyping

Sketching

Wireframing

Visual Design

Journey Mapping

Information Architecture

Storyboarding

3D Modeling

Research

Usability Studies

Contextual Inquiry

Survey & Interview

Competitive Analysis

Literature Review

Tools

Figma/Sketch

Adobe XD

Principle/Invision

Photoshop/Illustrator/Indesign

Keynote

Rhinoceros

p5.js

Miro

Languages

English

Mandarin

Work Experience

UX Design Consultant - T3

Dec 2019 - Feb 2020, San Francisco (Remote)

- Collaborated with cross-functional team to improve the share trip feature of the T3 passenger app and hand it off for A/B testing with 1.8 million T3 users.
- Conducted six user interviews and field observations, and translated quantitative and qualitative insights into four concepts for feature exploration.
- Crafted high-fidelity prototypes and design presentations for team meetings to communicate the share trip experience.
- Conducted three user testing sessions with interactive prototypes to improve the design of trip information cards.

Design Intern - Perkins & Will

Jun - Aug 2018, Shanghai

- Assisted in researching, concept developing and prototyping the spatial experience for Duke University campus.

Visual Design Intern - MB Architecture

May - Jul 2017, New York

- Built the 3D model and created 3D renderings for the urban planning proposal of East Hampton, NY.

Selected Projects

Lead UX Designer - Ellipse (Master's Capstone Project)

Apr - Aug 2021, Seattle

A mobile app that encourages sustainable electronics consumption

- Led the wireframe design and crafted high-fidelity prototypes of Ellipse mobile app including gamification, dashboard, e-commerce, and news feed.
- Conducted five usability tests and iterated the design to improve user engagement and user flow.
- Recruited participants and conducted 12 semi-structured interviews and contextual inquiries to gain qualitative insights into electronic consumption.
- Led visual design and created style guides and component libraries for the UIs.

UX Designer - LettinGo

Apr - May 2021, Seattle

An innovative service and mobile app to empower people to declutter

- Created user journey map to identify design opportunities and touchpoints for decluttering services based on research.
- Led the storyboarding and designed the progress tracking feature of LettinGo mobile app.

UX Designer - Algo

Sep 2020, Seattle

A multi-faceted product that facilitates trust between pets, caregivers, and pet owners.

- Prototyped owner's wearable and Algo mobile app and created the 3D model for the pet's smart collar in a five-day design sprint.
- Led the concept development and facilitated the ideation sessions.