



# Shufan Susan Wen

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Website:

www.shufanwen.com

Skills:

UX design/research  
Interaction design  
Prototyping  
Usability testing  
Redlining  
Interview skills  
Field studies  
Ethnographic research  
Experimental research

Software:

Axure  
Illustrator  
Sketch  
InVision  
InDesign  
Dreamweaver  
Photoshop  
Morae  
Blackmagic  
Final Cut Pro

Knowledge of:

HTML5  
CSS  
PHP  
C#  
XAML  
JavaScript

Interests:

UXPA Seattle Officer  
Hiking  
Karaoke  
Cooking  
Backpacking  
Snowboarding  
Traveling  
Reading

## Experience

### T-Mobile Inc. Bellevue, WA (August 2015 – Present)

#### UX Engineer

- ▶ Communicate with stakeholders/product owners to identify their needs for design.
- ▶ Research and redesign Android phone native messaging, calling apps, and branding themes using Sketch.
- ▶ Redesign pet tracking app UI (veiled project) to enhance the flow and ease of use.
- ▶ Work as a liaison among stakeholders, designers, and developers to ensure mobile application design and implementation delivery of mobile best practices for UX.

#### UX Researcher/ Interaction Designer (Contract)

- ▶ Planned and conducted research in the call center, retail stores, and usability labs.
- ▶ Held design meetings with stakeholders to present desktop and iPad application designs with stakeholders.
- ▶ Created prototypes and wireframes for testing using Axure and Illustrator.
- ▶ Tested both software and hardware designs with sales representatives and customers on various devices including mobile phones, tablets, web, and desktop computers.
- ▶ Presented actionable findings and design suggestions to various stakeholders to compose both quick feedback and detailed reports after research.
- ▶ Quickly revised designs to incorporate research results for the next iteration.
- ▶ Led persona research project to create persona profiles poster contents through longitudinal studies including multiple in-depth interviews and in-field observations.

### Posh Technologies Inc. Bellevue, WA (June 2015 – August 2015)

#### User Experience Specialist

- ▶ Planned research, recruited participants, and conducted guerrilla, in-person and remote usability studies for design ideas and iterations.
- ▶ Presented results to CTO and drove discussions with the development team.
- ▶ Prototyped and wireframed mobile and web applications in Axure and Illustrator.

### Amazon Web Services. Seattle, WA (summer 2014)

#### User Experience Research Intern, Developer Resource Team

- ▶ Conducted three studies about AWS console UI as the sole researcher.
- ▶ Planned research to study new console features under agile environment and evaluated existing UI according to stakeholders' needs.
- ▶ Moderated studies in both remote and lab settings. Analyzed data, delivered reports, presentations, and speeches to stakeholders. Initiated meetings to engage related teams to iterate problems based on study results.

## Education

MS	Human Centered Design and Engineering, University of Washington, Seattle, WA	2013-2015
PhD	Anthropology, Temple University, Philadelphia, PA	2004-2011
MA	Anthropology, State University of New York at Buffalo, NY	2002-2004