



Shufan Susan Wen

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Website:

www.shufanwen.com

Skills:

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

Software:

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

Knowledge of:

HTML5
CSS
PHP
C#
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/redesign Android phone native messaging, calling apps, and branding themes using Sketch.
- ▶ Research/design web-based collaboration tools for telecom engineers and vendors.
- ▶ Redesign pet tracking app UI 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