

Chien-Yu Chang

User | Learner experience designer

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PROFESSIONAL EXPERIENCE



Turnitin, iParadigm

Project Manager, Independent Contractor

Pittsburgh, PA

Jan.- Aug. 2015

Project: CoHear (research and product design consultancy)

- Led an interdisciplinary and cross-cultural project team to identify problem spaces and product opportunities.
- Co-designed a high-fidelity prototype of a web-based application through a rigorous user-centered design process.
- Facilitated weekly client-facing meeting, visioning workshops, and internal brainstorming, synthesis, and design critique sessions.



Elemental Path

UX Researcher, Instructional Designer

New York City, NY

Jan.- Jun. 2015

Project: CogniToys (research and product design consultancy)

- Conducted contextual inquiry and usability testing focused on providing practical design recommendations for product development.
- Designed goals, assessments and instructional strategies for users of different cognitive levels through an dynamic user-centered design process.



Humanova Knowledge Technology

Product Designer, Instructional Designer,
Information Architect, Instructor

Taipei, Taiwan

Jan. 2010 - Jul. 2013

Project: FQ FUN (experimental financial education for K to 12)

Client: Prudential Financial (Taiwan), HSBC (Hong Kong), Kawaguchi City Government of Tokyo (Japan), Washington Education Group K-12 (Taiwan)

- Formulated and implemented product design strategy.
- Managed the information architecture and user experience of the project's knowledge base application.
- Designed content and instructional methods, and facilitated learning events for school and industrial clients.



G5 Capital Management

Public Relations Manager

Taipei, Taiwan

Oct. 2006 - Dec. 2009

- Managed the Global Connex team to implement public relation strategy, and conduct business intelligence research for company's business strategy alignment.

EDUCATION

Carnegie Mellon University

Human-Computer Interaction Institute,
School of Computer Science

Master of Educational Technology and
Applied Learning Science (METALS)

Aug. 2014 - Aug. 2015

EC Design School

Web design Pre-Master Program

Mar. 2014 - Jun. 2014

National Taiwan University

B.A. of Library and Information Science

Sept. 2002 - Jun. 2006

SKILLS

Design + Development

Adobe Illustrator

Adobe Photoshop

Adobe InDesign

Sketch 3

Axure

paper prototyping

wireframing

storyboarding

personas

instructional design

cognitive tutor authoring tool

HTML/CSS

Research

contextual inquiry

cognitive task analysis

think aloud

speed dating

usability testing

affinity diagramming

card sorting

LANGUAGES

English (full professional proficiency)

Mandarin Chinese (native)