Zoey Ye
UX Designer

🌐 www.zoeyye.com
✉ zoeyziye@gmail.com
📞 +1 (919) – 757 – 6639
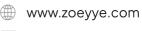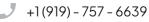
Experience

CMU School of Computer Science | UX Designer

OCT 2023 – PRESENT / Pittsburgh, PA

Designing a new "At-Risk Radar" feature for the SAIL() dashboard to help instructors provide more personalized interventions for students

Executing the end-to-end product design process, encompassing qualitative research, scoping, UX/UI design, and quality assurance

eHeart Lab | UX Researcher

AUG 2023 – PRESENT / Pittsburgh, PA

Assisting with a series of randomized, controlled experiments designed to evaluate the effectiveness of various interventions in mitigating bias-related psychological effects when interacting with voice assistants

Delivering concrete conversational assistance design recommendations based on the data analysis result

Tecnológico de Monterrey | UX Designer

JAN 2023 – AUG 2023 / Monterrey, Mexico (Remote)

Designed a dashboard-driven educational data analytics tool, InsightPro+, from 0 to 1 for better administrative decision-making and effectiveness of the Tec 21 educational model

Received an average SUS rating of 91.7 from user, that indicating excellent usability of our product

NC Biotech Center | Data Management Practicum

JAN 2021 – JUN 2022 / Durham, NC (Remote)

Designed and developed a new funding database by conducting user interviews and gathering feedback from various stakeholders

Conducted competitive analysis and collaborated with a cross-functional team to ensure the security and integrity of future data transfers to the new Customer Management System

Course Project

MIND MATE | UX Designer

FEB 2023 – MAY 2023 / Pittsburgh, PA

Integrated both professional resource library and a supporter chatroom into the mental support platform with the support of generative AI to optimize community well-being

Strategized for the product direction by leveraging the findings of user's need and concerns from comprehensive research, user interviews and user testing with over 30 participants, receiving an average satisfaction rate of 4.5/5

Education

Carnegie Mellon University
Human-Computer Interaction Institute

DEC 2023

M.S. in Educational Technology And Applied Learning Science

University of North Carolina, School of Information and Library Science

MAY 2022

BS in Information Science; Minor in Statistics and Analytic

Tools

Figma · Adobe Ps · Voiceflow · HTML/CSS· Javascript · Python · SQL · Unity

Skills

User Research
Research planning
Quantitative survey
Semi-structured interview
Contextual inquiry
Usability testing
Cognitive Task Analysis
A/B Testing

Design / Communication
Journey mapping
Service blueprinting
Information architecture
Data Visualization
Rapid prototyping
Visual design
Accessibility guidelines