

JIANI CHEN

UX/UI Designer, Irvine CA

CONTACT

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RELEVANT EXPERIENCE

UX/UI Designer - *iHealth and Wellness Foundation*

Healthcare | New York NY (Remote) | 2023 - Current

- Leading UX/UI design for the web in the healthcare industry, expertly crafting low to mid-fidelity designs and evolving them into high-fidelity prototypes.
- Proficient in creating wireframes and responsive designs for tablet/mobile platforms, developing design systems using Figma and Adobe Suite in Agile environments.
- Collaborating with designers, developers and stakeholders to drive rapid ideation and iterative development, leveraging Agile methodologies to address users' pain points, conduct usability testing and accelerate product innovation and delivery.

UI/UX Designer - *Thomson Reuters*

Technology, Information and Media | Eagan MN (Remote) | 2021 - 2022

- Specialized in crafting responsive UI designs and user-centric prototypes in Figma & Sketch, optimizing the user experience on a customer success platform. Contributed to a 94% increase in customer self-service, \$94 million in online payments, and a 40% reduction in customer service calls within the first year.
- Collaboratively partnered with UX directors, content strategists, and accessibility teams, utilizing Jira within an Agile methodology environment. Advocated for user needs, resulting in enhanced customer engagement and satisfaction.
- Strong communicator and leader with expertise in facilitating design sessions, translating technical concepts for diverse audiences, developing design systems for design teams, and creating specifications to assist implementation for developers.

Design Consultant - *Mission Pets*

Pet Lifestyle Products | San Francisco CA | 2019 - 2021

- Managed all visual aspects and assessed design components for 100+ product types in a fast-paced environment with strict deadlines.
- Generated sketches, graphics, and specifications, and provided approval for 500+ styles in production. Evaluated graphics, patterns, styles, shapes, and accessibility for each design.

Technical Designer/Product Developer - *The North Face HQ*

Outdoor Sportswear Retail | Alameda CA | 2018 - 2019

- Conducted trend research, developed 3D design models, presented designs to the team, and provided constructive feedback for 100+ styles per season to vendors.

Technical Designer - *JCPenney HQ*

Department Store Retail | Plano TX | 2017 - 2018

- Collaborated with cross-functional teams to finalize material, trims, graphics, and design intent within the production timeline.

SKILLS

User-Centric Design
User Experience Design
Wireframing/Prototyping
UI Design/Visual Design
Responsive Web Design
Interaction Design
Illustration/Sketch
Heuristic Evaluation
Competitor Analysis
User/Usability Testing
A/B Testing
Information Architecture
User Flow/Site Map
User Research
HTML/CSS/Javascript

TOOLS

Figma	Jira
Sketch	Confluence
Adobe XD	ChatGPT
Illustrator	Trello
Photoshop	Google Suite
InVision	Miro
After Effects	Webflow
InDesign	HotJar
Premiere Pro	Giphy

HONORS

Invited to join The Pin Show

The largest fashion show at Midwest as an established designer.

Invited to join the ATG show

Against the Grain Productions to showcase the collection and donated designs by auctions to support orphans in Asia.

Created logos and banners

For different organizations, Companies and non-profits.

First Prize of Best Collection

In UNT Senior Art Wear, total score top 5%.

EDUCATION AND REWARDS

University of California, Berkeley Extension

UX/UI Design Certificate | 2019 - 2020

University of North Texas, Fashion Design

Bachelor of Fine Art | 2013 - 2016