Chien-Chi Liu

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SUMMARY

HCI specialist with dual expertise in UX design and research who crafts intuitive digital experiences from user insights. Blending technical knowledge with design thinking to develop fact-based solutions that meet both user needs and business objectives.

EDUCATION

University of Maryland, College Park, MD   Expected: May 2025
Master of Science in Human-Computer Interaction   GPA: 4.0/4.0
The Pennsylvania State University, University Park, PA   August 2019 - May 2023
Bachelor of Science in Computer Science   GPA: 3.6/4.0

UX/UI SKILLS

- Research: User Interview, Affinity Diagramming, Journey Mapping, Competitive Analysis, A/B Testing, Usability Testing
- Design: Figma, FigJam, Adobe Suite, Wireframing, Prototyping, User Flows, Design Systems, Sprint Methodology, Information Architecture, Useberry, Unity, Blender, Adobe Aero, Lens Studio
- Technical: React, React Native, Typescript, Javascript, HTML/CSS, PowerBI, SQL, AWS, API Integration

WORK EXPERIENCE

University of Maryland - College of Information   August 2024 - Present
Teaching Assistant   College Park, MD

- Managed and scheduled office hours in Google Sheets for all Teaching Assistants
- Led weekly discussion sessions for 50+ students, preparing lesson plans and supplementary materials to facilitate student understanding of complex course concepts
- Provided academic guidance by holding office hours or one-on-one call to a class of 200+ students

The Pennsylvania State University - CrowdAI Lab   August 2022-May 2023
Research Assistant   University Park, PA

- Improved user experience for user testing scenario webpage using Javascript
- Designed survey questions for gaining insights from user testings
- Analyzed the efficiency of AI automated text summarization program through 20+ user testings

KCF Technologies   June 2022 - August 2022
Software Engineer Intern   University Park, PA

- Developed machine health monitoring application and maintained API endpoints using React, CSS, C#, and .Net Core
- Participated in Agile processes and collaborated with cross-functional teams to align user stories with goals

PROJECTS

UMD Capstone - Guide: Mark & Snip   January 2024 - October 2024

- Redesigned a Learning Management System (LMS) for a Texas startup, reducing content creation time by 30%
- Led UX design sprints using Google Ventures methodology to transform lengthy content into bite-sized snippets
- Conducted user research with interviews, created personas and journey maps, and developed competitive analysis
- Developed interactive prototypes and led usability testing with Useberry, iterating designs improved user experience
- Identified business opportunities and obstacles using Business Model Canvas (BMC) and Lean Canvas methodologies

Company Confidential Project - Furniture E-commerce Mobile App   January 2024 - October 2024

- Conducted user research to identify pain points in mobile furniture shopping experiences
- Created user personas, journey maps, and information architecture to guide design decisions
- Designed UX patterns and component libraries in Figma, optimized experience across mobile and desktop platforms
- Designed and implemented responsive UI components using React Native and Typescript

UMD Course Project - Map Your Journey   September 2024 - December 2024

- Applied data research methodologies to understand user needs around job search visualization
- Visualized and analyzed job market trends across U.S. states through integration of job posting data and state livability metrics using PowerBI and conducted usability testing to ensure intuitive, reliable data presentation

KCF Capstone Project - Impact Savings Tracker   June 2022 - August 2022

- Led user research to identify pain points in existing tracking system and designed user-centered interface
- Created user flows that optimized data input process, resulting in 85% efficiency improvement
- Conducted user testing to validate design decisions and iterate on interface
- Migrated from spreadsheet-based system to a modern cloud-based solution with improved UX