

Ru Chen

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Summary

Strategic and results-oriented professional with 4+ years of experience in client communication, stakeholder engagement, and driving user-centered solutions to achieve business goals.

Skills

UX/UI Design	Usability Testing	Wireframing & Prototyping
User-Centered Design	Empathy Maps	Data Analysis & Visualization
User & Market Research	Project Management	Cross-Team Collaboration

Tools

Figma	Miro	Optimal Workshop	Power BI
Figjam	Canva	Python	Tableau

Language

Mandarin - Native English - Native Cantonese - Advanced Hokkien - Advanced Malay - Intermediate

Education

Master of Science in Information Management | University of Washington - Seattle Graduated 2024
Specialized in User Experience & Information Architecture

Bachelor of Science in Business Marketing | Oregon State University - Corvallis Graduated 2020

Experience

UX Designer | WoMen of Connections Ministry | Seattle, Washington October 2024 - Current

- Designed a streamlined internal operations system that improved workflows and accessibility, increasing employee efficiency by 30%.
- Led user research sessions, developed interactive prototypes, and conducted iterative reviews with stakeholders to ensure alignment with business goals and user needs.
- Optimized a resource database of 1,200+ records, enhancing data accuracy and improving accessibility for end-users and internal teams.

UX Designer | Epic Games | Seattle, Washington January - June 2024

- Supported stakeholders in achieving a 20% user engagement increase by analyzing data and refining website navigation to improve functionality and user experience.
- Conducted user research with internal users (30% new to coding, 40% requiring guidance on using Verse), translating findings into actionable design improvements.
- Designed and iterated 20+ wireframes and 60+ design concepts in Figma, incorporating user feedback through iterative cycles to enhance usability.

Account Executive | Global Bio & Investment Monthly | Taipei, Taiwan October 2020 - November 2021

- Coordinated logistics for 50+ client engagements and 15+ professional events, streamlining operations and fostering stronger client relationships.
- Applied marketing strategies and UX principles to improve engagement on event promotion platforms, building foundational skills in web UX design for marketing.
- Managed marketing and sales campaigns, tailoring strategies from customer insights, resulting in a 20% increase in event participation and client engagement.