



Grace Fan

User Experience Designer

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Seattle, WA

Good design is about creating pathways to resolve conflicts— it's bridging the gap between what people want to do, what they actually do, and what works for society at scale.

EDUCATION

Rochester Institute of Technology

September 2011–December 2014

Master of Fine Arts - Computer Graphics Design

Thesis: Real-Time Feng Shui

(interactive 3D web application)

realtimfengshui.com

Beijing Information & Technology Science University

September 2007–July 2011

Bachelor of Engineering - Industrial Design

SKILLSET

Interview, Research

Wireframe - Sketch, Photoshop

Prototype - Invision, Axure, HTML, CSS, JavaScript

Design - Photoshop, Sketch, Indesign, Blender

Interactive Demo - HTML, CSS, JavaScript

Animation - Muse, PricipalMac, After Effects

Testing, Documentation

PROFESSIONAL EXPERIENCE

Amazon | User Experience Designer II

July 2017–Present | Seattle, WA

- Optimize SWA (subscript with Amazon) workflow for Amazon STEM club
- Create the Up-sell Down-sell widget, increase TV OPS up to 18 Million USD in three months

Zocdoc | Senior Product Designer

March 2017-July 2017 | New York, NY

- Led Zocdoc Provider App MVP UX and UI design
- Led provider interview card sorting and paper mockup testing.
- Designed Zocdoc provider app(for doctors to use) MVP UX design presentation for the leadership review.
- Led Sponsor Engagement UX design within Zocdoc platform.
- Designed use flow for onboarding new Providers.

Originate | Senior UX Designer

January 2016–March 2017 | New York, NY

- Responsible for the BlackRock web redesign; user research;creating personas, wireframes, interactive designs and concept testing; providing visual design directions blackrock.com | [blackrock internal brand guide](#)
- Led UX/ interaction designer for 6fusion AWS utilization measurement dashboard 6fusion.com
- Led UX /UI designer for Cricket Together educational web application cricketmedia.com/in2books
- Developed UX guidelines for Originate through problem definitions, interactive designs, prototyping and concept testing

PUBLICATIONS

Explore Fengshui

- A Real-Time Learning Experience

December 2014 | Lap Lambert Academic Publishing

ISBN: 978-3-659-79954-9

Exploring feng shui: The 3D Real-time Experience is an interactive 3D design project that introduces daily feng shui tips to college students, office workers, and anyone who wants to learn how feng shui can enhance their lives. This project uses WebGL technology that runs on any computer with an up-to-date, modern browser.

Concept Testing: What You're Doing Wrong & 5 Ways to Do It Better

December 2015 | Medium.com

3 Problems with Apple's Weather App — and How to Fix Them

February 2016 | Medium.com

HONORS

- 2018 Best Backlog Prize for Amazon Hardline Hackathon
- 2015 Adobe Design Achievement Awards: Web and Application Category
- RIT Graduate Merits Scholarship
- Beijing Excellent Thesis Project (High Honor)
- China National Scholarship (Highest Honor)
- 2008 Beijing Olympics Excellent Leadership

PROFESSIONAL EXPERIENCE

Liveperson | Senior UX Designer

October 2014–January 2016 | New York, NY

- Redesigned and aligned company website, campaign websites information architecture with business strategy (i.e. annotations for responsive wireframes, interactive prototypes and demo)
accpi.org | holdnomore.org | liveperson.com
- Responsible for LP mobile app UX, includes personas, user scenarios, UX specs, task flows, wireframes, mockups, prototypes and UI design patterns
- Increased website conversion rates on pricing page, SEM landing page with in-depth user research and UX solutions

Ideation LLC | UX Designer

October 2013–August 2014 | New York, NY

- Created low and high-fidelity mockups on paper, with Photoshop and Axure, and implemented UX/ visual design documentation
- Developed and designed brand guidelines, UI kit and Interactive mockups

StartFast Venture Accelerator | Multimedia Designer

May 2013–August 2013 | Syracuse, NY

- Led branding design for StartFast, Falcon, Calester and Glyphr companies
- Redesigned mobile UI/UX and promotional website for Falcon applications

RIT Academic Support Center | Web Designer

November 2012–May 2014 | Rochester, NY

- Led UX design for Academic Support Center
- Completed user research for the Academic Support Center through the creation of personas, user scenarios and storyboards
rit.edu/studentaffairs/asc/

PRIMARY FIELDS OF INTEREST

Platform

Web application design, responsive website design, mobile application design

Industry

Product design, marketing, education, service design, e-commerce

PROFESSIONAL EXPERIENCE

Lenovo Design Center | Associate Interactive Designer

June 2011–September 2011 | Beijing, China

Assisted the UX design team; created low-fi wireframes; conducted usability testing; refined web interface for Lenovo smartphones by introducing touch and voice interaction systems

Oak Pacific Interactive Company | Design Intern

June 2010–September 2011 | Beijing, China

Worked on Yu Jian, an online dating platform owned by RenRen-Inc; assisted the product directors with mockup designs and testing

VOLUNTEERING

XX+UX Mentor

October 2016–Present | New York, NY + Seattle, WA

- Mentor and prepare young designer with career Guidance and and new skills in the industry

Dress for Success

October 2015–October 2016 | New York, NY

- Helped female in low-income families search for job in information technology industry
- Sorted clothes and help with sales

FeedingNYC

October 2014–October 2015 | New York, NY

- Helped organize FeedingNYC events; delivered meals to local households and homeless shelters on Thanksgiving

2008 Olympics

June 2008–September 2008 | Beijing, China

- Worked as a customer service manager's assistant; led a team of 12 students serving visitors in the Bird's Nest