Tanya Chiu
Product Designer

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SKILLS
User Interviews
Persona Creation
Information Architecture
Sketching
Wireframes
Rapid prototyping
Usability Testing
Heuristic Evaluation
Design Systems
Project Management

TOOLS
Sketch
InVision
Figma
Axure
Asana
JIRA
UserZoom
Amplitude
Adobe Creative Suite

EDUCATION
General Assembly SF
UX Design Immersive

Dartmouth College
Hanover, NH
BA Psychology,
Animation

DESIGN EXPERIENCE

Product Designer   Nov 2019 - Present
Rally Health
• Partner with product managers, engineers and researchers to create design strategy and high fidelity mockups to improve highly trafficked claims section of myuhc.com.
• With UX operations, creating processes and documentation for effectively scaling our design team while breaking down communication silos.

Senior UX Designer   Dec 2018 - Nov 2019
Blue Shield of California
• Collaborated with product owners and UX design team to create design strategy, user flows, wireframes, prototypes and high fidelity mockups ready for production.
• Partnered with UX research team to identify areas of improvement on the member site, as well as usability testing to validate design solutions.
• Created the UX direction, user flows, wireframes and high fidelity mockups for new initiative aimed to reduce costs for members with chronic conditions. Pilot program will be deployed to members and providers across responsive web product and 2 native mobile apps.
• Created Sketch component library for Blue Shield design system.

UX/UI Designer   Jul 2018 - Present
Self-Employed
Worked with various clients to create UX design strategy, design user flows, wireframes, prototypes and high fidelity mockups.

Key Projects:
always.ai - Beta UX
    • Created user flows, wireframes and visual design for machine learning model catalog designed to help ML engineers deploy their models onto edge devices.
Helios Interactive - Visa Product Catalog
    • Created user flows, wireframes and interactive prototype for product catalog designed to educate internal Visa stakeholders on all of the available product offerings.
Helios Interactive - Visa Risk Mobile Project
    • Created the UX direction, user flows and wireframes for mobile sales enablement tool.

UX/UI Designer and Researcher   Dec 2017 - Jul 2018
Sphera Solutions, Inc.
• Performed design audit to identify usability issues and provided solutions for company's first SaaS product offering.
• Collaborated with development and product teams to define features, create and implement designs.

UX Design and Research Consultant   Jun 2016 - Dec 2017
CloudApp, Inc
• Led usability testing initiative from reaching out to targeted user base, scheduling interviews and testing new product features.
• Synthesized results and presented recommended design improvements.
• Designed wireframes and prototypes for iOS and desktop integrations.