

# Ru Chen

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## Summary

- User experience designer translating insights into intuitive designs, collaborating across cross-functional teams, and driving user-focused solutions to meet business objectives.
- Multilingual, fluent in Mandarin and English, with advanced proficiency in Cantonese and Hokkien, ensuring seamless communication across diverse teams and customer bases.

## Skills

Cross-Team Collaboration	Project Management	Design Systems Thinking	Usability Testing
User-Centered Design	Empathy Map	Stakeholder Engagement	Wireframing
User & Market Research	UX/UI Design	Data Analysis & Visualization	Prototyping

## Tools

Figma	Miro	Marvel App	Power BI	Python
Canva	Optimal Workshop	Google Workshop	Tableau	RStudio

## 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

- Increased productivity by 30% by identifying stakeholder needs and leading a cross-functional team to create an internal operations website, improving workflow alignment with organizational goals.
- Improved project execution by tracking processes and providing actionable insights, resulting in timely delivery of milestones and enhanced operational outcomes.
- Enhanced data accuracy and accessibility by streamlining 1,200+ resource records, directly improving efficiency for end-users, staff, and volunteers.

**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.
- Ensured timely project completion by coordinating with stakeholders to align deliverables with organizational objectives, enhancing operational efficiency.
- Influenced strategic decisions by creating detailed reports and presentations that effectively communicated findings and insights to leadership.

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

- Managed a pipeline of 50+ client engagements, ensuring timely follow-ups and meeting strategic milestones, contributing to a 20% increase in customer retention.
- Communicated with clients in Mandarin in diverse scenarios, developing tailored service plans that improved satisfaction and strengthened long-term relationships and customer retention.
- Organized and facilitated 12 events with 20+ participants each, connecting 15+ startups with investors, resulting in funding opportunities and strengthened business collaborations.