

connie chen

experience

KPMG
Senior Product Designer
Jul 2021 - Present

- Spearheaded 20+ CX discovery workshops, 40+ ideation sessions, and 50+ interviews, translating insights into HCD artifacts and actionable product development.
- Designed wireframes and prototypes informed by user research and usability testing, driving the modernization of 5+ federal legacy systems and SaaS applications.
- Led the UX strategy, research, and design for a custom data analytics system, securing a second option year for a \$19 million government healthcare contract.

JobGet
UX Design Intern
Jun 2020 - Sep 2020

Cross-collaborated with product managers, designers, and engineers to redesign video application and login user flows to reduce help desk tickets by over 75%.

ResearchLoupe
UX Design Intern
Jul 2020 - Aug 2020

Designed high-fidelity wireframes and prototypes for 10 data analytic features for an academic research based web application.

University of Southern California
UX/UI Teaching Assistant
Jan 2020 - Nov 2020

Mentored 60+ students and facilitated interactive design and research workshops to build 12+ distinct applications within a 10-week UX/UI curriculum.

BlueFever
Design Intern
Aug 2020 - Nov 2020

Utilized user research to design HCD social media content for Gen-Z women, resulting in a 49% surge in online interaction and a 15% increase in total followers.

tools

Figma
Adobe Creative Suite
Microsoft Office
Google Suite

Jira
Confluence
Miro / Mural
Trello

skills

UX/UI Design
User Research
Prototyping
Wireframing

Usability Testing
User Flow Diagramming
Visual Design
Product Strategy

certifications

Niselsen Norman Group
Designing Complex Apps
May 2024

Scaled Agile Inc.
Certified SAFe 5 Agilist
October 2022

education

University of Southern California
B.S. Business Administration
Minor in User Experience
Aug 2018 - May 2021

University of Rhode Island
Undergrad coursework in Business Administration
Aug 2017 - May 2018

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