MICHAEL CHEN

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Senior UX designer with extensive experience in leading user-centered design initiatives

A senior UX designer with over 10 years of experience creating seamless digital experiences across web and mobile platforms. A proven track record of enhancing user engagement through data-driven decision-making and user-centered design principles. Adept at collaborating cross-functionally with developers, product teams, and stakeholders.

KEY SKILLS

- User research and analysis
- Wireframing and prototyping
- Information architecture
- Usability testing
- Interaction design
- UI/UX strategy
- Cross-functional team leadership
- Figma, Sketch, Adobe XD

PROFESSIONAL EXPERIENCE

Lead UX Designer | July 2015 – Present
Bright Solutions, San Francisco, CA

- Manage all aspects of the UX design for an enterprise web and mobile application with 500,000 users and identify innovative design solutions to deliver a cohesive user experience, resulting in a 30% increase in user engagement
- Lead a team of 15 UX designers in performing usability testing, conducting user research, and creating user stories, contributing to a 15% increase in product adoption
- Spearhead initiatives to enhance cross-functional collaboration throughout the development process to reduce design inconsistencies

UX Designer | May 2011 – June 2015
CloudWare Technologies, San Francisco, CA

- Redesigned the company's e-commerce platform and conducted comprehensive user research to refine the checkout experience, increasing conversion rates by 17%
- Collaborated with product managers and developers to create responsive, mobile-first designs for client-facing products
- Conducted user interviews and usability testing, leading to data-driven improvements in the design process

EDUCATION

Bachelor of Arts (B.A.) in Graphic Design
California State University, San Francisco, CA | May 2011