



KATHERINE CHIU

UX Designer driven by contextual processes and designing for sustainable impact.

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SKILLS

Research

Information Architecture
Heuristic Analysis
Service Flows
User Interviews
Usability Testing
Competitive Analysis

Design

Wireframes
Prototyping
Responsive Web
Visual and UI Design
Design Systems
Specification Documents
B2C and Internal Services

Toolkit

Sketch
InVision, Marvel App
Balsamiq
Zeplin
Adobe Creative Cloud
Confluence (PM)
JIRA Requirements

EXPERIENCE

UX Design - Analyst / Infosys Consulting (Nov 2019 - Present)

Consulted on internal and consumer facing services and digital products for enterprise clients and supported cross-functional teams in a proactive role of design, research and project management.

- **Wealth management company** (Ongoing) - Collaborated on large scale applications for financial advisors and their client base. Owned designs for 5+ projects, improved project documentation, produced design artifacts for development and delivered current - future phase solutions.
- **Banking and lending institution** (Ongoing) - Conducted research and delivered responsive designs for a streamlined and secure consumer lending application and funding experience.
- **Global financial institution** - Worked with digital innovation team in design thinking workshops and proposed virtual reality services using user insights and spatial design strategies.

UX Designer / Self- Employed (kchiudesign.com) (June 2019 - October 2019)

Consulting on digital product experiences through the collection and analysis of both qualitative and quantitative research, development of design proposals, and delivery of documentation to clients.

- **UX Support Group** - Conducted user research and applied service design strategies to improve the digital token exchange experience for event attendees and organizers and incentive engagement.
- **Grand Kitchen Design Inc.** - Assessed business needs and nondigital experience for customers and employees to translate into company's future website and improve customer acquisition.

UX Design Consultant / Cooperative Capital (May 2019)

Proposed a website redesign (new on-boarding and referral process) in order to educate interested investors about the company's fund model and to increase site engagement and referrals.

- Created new research artifacts through user testing and interviews, IA and competitive analysis
- Identified problem and opportunity areas in launching first stage of digital service and website
- Design contributions: rapid prototyping, usability testing and deliverables production

EDUCATION

User Experience Design Immersive / General Assembly NY (May 2019)

Full-time program focused on collaboration and practical application of UX/UI design to five cases.

Bachelor of Science in Architecture / Northeastern University (May 2016)

Five year practice in design methodologies, visual representation, urban studies and sociology skills.

PURSUIITS

ThinkChinatown! Civics Team member, Infosys Multicultural ERG Co-Communication Chair and Co-Lead for AAPI Initiatives, volunteer for 3 NYC non-profits for food security and small businesses aid