

Cicy Hou

UX Designer

cicyhou-ux.com

cicy.hou@gmail.com

404-9365110

Los Angeles

ABOUT ME

I am a ux designer with skills and experiences that allow me to take ideas from concept to mock to prototyping to production. With my years of experience in business analysis and project management in various sectors, I always look at the UX design process holistically and consider all business aspects of the design as well as the users' point of view.

WORK EXPERIENCE

Hack for LA / ux designer / 2020 - Current

- As the UX lead, I worked with cross functional team to gather, evaluate, and conduct user research.
- Based on research, I translate user needs and business goals into user centered designs
- As a team, we established a functional design culture to ensure seamless handoffs.
- Helped to develop a design system and branding strategy

Bizzy Social App / ux designer / 2020

I collaborated in a team to redesign the Bizzy app based on feedback and insights synthesized from strategic analysis, user research, competitive analysis. We identified areas of improvements and redesigned the UI, optimized the usability and learnability aspects of the app by keeping users' perspective at the center. The final prototype and design process was presented and shared with the founders of the company.

KPMG Advisory / consultant / 2010 - 2019

Business Analysis | Software development

In a fast paced agile environment, I was responsible for the overall planning, organizing and execution of software solutions. I gathered technical & business requirements from clients, defined scope, and collaborated with developers to build solutions that were within budget and timeline.

I wrote use cases and led User Acceptance Testing sessions to ensure successful delivery.

Customer Experience | Data Analytics

I collaborated and assisted in a pilot project using real-time analytics survey and big data to track the sentiments and feedback from B2B customers. I analyzed the data to synthesize insights which were used to inform the company's overall strategy and next steps.

EDUCATION

General Assembly UXDI

Full Immersive

2020

Georgia Institution of Technology

B. S. Industrial Engineering

SKILLS

Design:

- UI graphics
- Information architecture
- Strategy & Vision
- User flows
- Concept sketches
- Wireframes & Mock-ups

Prototyping: Rapid prototyping

Research:

- User interviews
- Journey map
- User stories
- Personas
- Task Analysis
- Synthesizing

TOOLS

Sketch | Figma | InVision |
Principle
MS Suite | GitHub | JIRA |
Visual studio | Azure dev ops

LICENSES & CERTIFICATES

PMP

Six Sigma Green Belt