

YIHUI WANG

User Experience Designer & Researcher

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EDUCATION

Savannah College of Art and Design (SCAD)

Savannah, GA
MFA. Service Design
Excepted Graduation:
Dec 2021

East China University of Science and Technology

Shanghai, China
BA. Product Design
2014-2018

SKILLS

Design

- Ethnographic research
- Service mapping
- Journey maps
- Service Blueprint
- Persona
- Prototyping
- Wireframes

Software

- Figma
- Miro
- Rhino
- Sketch
- Adobe Photoshop
- Adobe Illustrator
- Adobe After Effects
- Microsoft Office

Languages

- Chinese
- English

AWARDS

- SCAD Scholarships
2019-2020
2020-2021
2021-2022

WORK EXPERIENCE

Philips

User Experience Design Intern

March 2019 - June 2019 | Shanghai, China

Mainly took part in 3 projects and other expanded tasks about healthcare service.

- **Design Research:**

Created interview protocols and participated in 3 remote interviewing doctors about their current pain points of Telemedicine. Conducted marketing research about competitor's physical and digital products.

- **Concept Development:**

Contributed to transform previous research results into accessible product solutions for stroke patients. Service Blueprint-mapped stroke rehab process and generated possible solutions. Cooperated with engineering to ensure solutions are achievable.

- **Organize and Host Workshops:**

Presented and communicated with product managers, engineers and clinical specialists through planning and organizing more than 10 workshops.

- **Visualization and Prototype Development:**

Designed an animation video for presenting the final concept to large audiences.

CITS American Express Global Business Travel

Graphic Design Intern

May 2016 - Nov 2016 | Shanghai | China

- **Virtual Design:**

Followed the brand guidelines to build high-fi wireframe interfaces for the website.

Worked with Marketing to develop online advertising and websites, offline guidelines for 2016 China Business Travel Forum.

- **Prototype Development**

Designed animation for prototyping and presentation via After Effects.

PROJECT EXPERIENCE

SCADpro- Sponsored Collaboration at Deloitte

Research Lead

Sep 2020-Dec 2020 | Savannah | USA

SCAD is collaborating with Deloitte to assist in the research and development of insights for the future of DMV service in the United States.

- **Research:**

Worked as research lead for manage research process, identify suitable Quantitative Research and Qualitative Research methods based on our priorities, timelines and resourcing. Journey-mapped DMV service process to connect with current pain points and our solutions.

- **UX/ UI Design:**

Integrated user needs with material data analysis and organized information architecture. Designed the disability service feature pages on the app and the process bar for both app and web platforms.