

YIHUI WANG

User Experience Designer | Service Designer

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EDUCATION

Savannah College of Art and Design (SCAD)

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

East China University of Science and Technology

Shanghai, China
BA. Product Design
2014-2018

SKILLS

Design

- Qualitative Research
- Quantitate Research
- Service mapping
 - Journey maps
 - Service Blueprint
- Persona
- Prototyping
- Wireframes
- Usability Testing

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

Updated Dec 01, 2020

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 group interviews with doctors about their current pain points of the Telemedicine ultrasound solution. Conducted marketing research to understand different stakeholder needs and business needs about remote Telemedicine devices. Participated in developing user experience frameworks to capture both current pain points and future states.

• Concept Development:

Contributed to transform previous research results into accessible product solutions for stroke patients. Service Blueprint-mapped stroke rehab service process to ensure products have a consistent user experience. Defined and visualized two digital rehab games' interfaces and wireframes. Cooperated with engineerings to make in-person usability testing to evaluate deliverable solutions.

• Plan and Participate Collaboration Workshops:

Presented and communicated with product managers, engineers and clinical specialists to evaluated 2 digital rehab game concepts through planning and organizing more than 10 collaboration workshops.

CITS American Express Global Business Travel

Graphic Design Intern

May 2016 - Nov 2016 | Shanghai | China

• Graphic Design:

Followed the brand guidelines to build high-fi wireframe interfaces for the website. Worked with the marketing team to develop online advertising and websites, offline guidelines for the 2016 China Business Travel Forum.

PROJECT EXPERIENCE

SCADpro- Sponsored Collaboration at Deloitte

Research Lead

Sep 2020-Dec 2020 | Savannah | USA

• Research:

Worked as research lead for the management research process, identify suitable Quantitative Research and Qualitative Research methods based on our priorities, timelines, and resourcing. Conducted the remote interview and online surveys, analyzed research results. Presented and shared research findings with the whole team.

• 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. Participated in a remote usability test.