

Clare Xie

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Summary

- Became a **User Experience Designer** since 2005:
 - 2010-2014 (now):** working for SAP - one of the biggest Business Software Companies world-widely as User Experience Designer with specialty on Data Visualization Application/Platform, Enterprise Analytical Tooling and Co-innovation Application Design collaborated with SAP clients, supporting the top-ranked Data Visualization Applications in Business Intelligence, ex: SAP Dashboards (Xcelsius) and SAP Lumira Suite;
 - 2009-2010:** working for Zhiye International- a retailer company located at NYC, on its on-line service info-structure build-up, as UX Specialist;
 - 2007-2009:** working for the professors at Carnegie Mellon University to design and implement new interfaces for educational programming tools and online API service as Research Assistant;
 - 2005-2007:** working as a User Experience Specialist for clients including Nokia, Nokia Siemens, HP, Sony, NEC, Alibaba China, etc;
- Being highly appreciated for seamless teamwork with developers and other stakeholders, as well as cross-team collaboration: cross-site/locality team collaboration and cross-functionality team collaboration.
- As leading designer in Co-innovation project with Client including Nongfu Spring, Shen Zhou Car Rental and China Telecom, as well as related product development. Got great feedback from client and gave successful demo in Sapphire 2012, Orlando.
- Experienced in designing and user research on solutions for both mobile and web application, across different cultural scenarios and user segmentation - North America, Europe and China;
- Good at sketching to quickly convey new concepts and ideas, creating storyboards, use cases, workflow diagrams and different levels of prototyping - paper, wire-frames, HTML, Flash and video sketch;
- Familiar with various interface programming languages, ex: JavaScript, Action script, HTML.
- As Design Mentor to help forming & instructing the student team in topic-based design competitions across Universities held by SAP in 2012 & 2013;

Industrial Experience & Education Background

2011-2014 work @ SAP | User Experience Designer, Interaction design and User Research for SAP BOBJ, EPM, D&NA and Data Visualization (Business Intelligence)

2009-2010 work @ Zhiye International, NYC | User Experience Specialist, online-commercial UX design & testing

2007-2009 study in Human Computer Interaction, Master of Science @ Carnegie Mellon University | School of Computer Science

Main courses: HCI Methods, HCI Project I&II, Programming Usable Interface, Software Arch for User Interfaces, Interface & Interaction Design, Product Planning & Development, Design for Service, Human Factors, Java and J2EE...

2007.1-6 work @ Asentio Design Co. | User Experience Specialist (see "project experience")

2005-2007 work @ Shanghai ETU Interface Design Co. | User Experience Specialist (see "project experience")

2001-2005 study in Industrial Design, Bachelor of Engineering @ Xi'an Jiaotong University | School of Mechanical Engineering

Main courses: Industrial Psychology (Cognition Psychology, Motivation Psychology), Man-Machine Engineering, Interface Design, Visual C++ programming, Design Investigation, Product Design, Multimedia & Information Design...

Skillset

Interaction Design (experienced): Sketch, Story Board, Persona, Workflow, Use Case, different level of prototyping-Paper Prototype, Wire-frame, Html (CSS), Flash and Video Sketch, by using Adobe Illustrator, Adobe Photoshop, Adobe Flash, Rhino, and Adobe Premiere

User Research (experienced): Usability Test (Think Aloud), Contextual Inquiry, Heuristic Evaluation, Cognitive Walkthrough, In-depth Interview, Questionnaire Design, Focus Group, Use Case, Diary Study, Culture Probe...

Graphic Design: Adobe Illustrator, Adobe Photoshop

Statistical Analysis: SPSS, Excel, JMP

Programming: Action script (Flash, Flex), Core Java, SWT, HTML (CSS), JavaScript

Project Experience

2011.1 -2014.2 (now) SAP Labs, Shanghai-China, Palo Alto-USA | User Experience Designer

- SAP Dashboards (a.k.a. Xcelsius)
Role: Interaction Designer
 - Closely work with local development team based on daily scrum team modes and permeate UX design and concepts into development circle.
 - Lead the design of multiple topics: Hierarchical Components, Embedded Analytics, Data Process & Direct Binding, Theme and re-branding.
 - Drive user research at ASUG 2011 to collect end user's feedback on up-coming features of product and re-verify users profile for Xcelsius.
 - Evangelize research results amongst stakeholders and strive for the excellence of UX design.
 - Evangelize the working model for UXers and POs' better collaboration in product development
 - Build up trust and long-term relationship amongst local development team, POs and UXers.
- SAP EPM Office Add-in
Role: Interaction Designer
 - Closely work with researchers in Germany and France to study the user behavior and need from both Europe and USA, for both fresh user group and experienced user group, in data analysis and reporting.
 - Collaborating with the development team in France and deploying the research findings into product - design solutions for detailed dev stories and tried out new design solutions for high level design issue solving.
- SAP Visualization SDK (CVOM)
Role: Principal Interaction Designer
 - [Scrum Team of Mobile/Platform/SDK] delivering the completed design solutions for VizHaus, VizPacker and VizDoc. VizPacker as a development tool to help making extension charts has been released with SAP Lumira Desktop 1.14 and gained positive feedback in terms of usability from partner testing and demo session with customers; VizDoc as a central repository for CVOM SDK has been released with SAP Lumira 1.14 as well.
 - [Scrum Team of Charting] delivering design on topics of New Chart Types, such as Bullet Chart, Network Chart, Circle Packing, and other new visualization features on desktop such as legend Positioning, minimum-layout definition, legend enhancement, auto-binning, etc.
 - [Cross-team Topics- Visualization on Mobile] design solution including "basic gesture matching on mobile", "Range Slider", "Pinch & Spread", "Selection Mode", "scrollable legend on mobile", etc. , and supporting big data rendering.
 - Lead user research session in user research session in ASUG 2013, Orlando, US. Pro-actively planned and tested new design of gesture features during the session and got concrete feedback to support later-on design solution's implementation.
 - Active in BI & Data Visualization Innovation cooperated with other designers, developers and software testers.
- SAP Lumira Suite (Desktop & Cloud)
Role: Interaction Designer
 - Collaborating with designers located in France and Vancouver to deliver suitable charting solutions.
 - Hold user research sessions to verify design solution with end user and collecting feedback from client.
- LAVA: Next Generation of Data Visualization Framework
Role: Main Contributor
 - Collaborating with senior designers from Germany and USA and innovate new Visualization Framework as what we call LAVA- for a better BI visualization consumption experience in terms of Data Fetching, Viewing and Light-weighted Analysis.
 - Deliver speech session of LAVA Viz in SAP DKOM/D-Code (2012,2013) for a solution evangelization and collecting feedback from SAP customer,
 - Moderating User Testing sessions at SAP VSNAG, Amsterdam, Netherlands, 2013.
 - Reaching out SAP partners and clients via CEI events (Customer Engagement Initiative) to hear the "real voices" and build up connections.
- SAP Distribution Network Optimization
Role: Principal Interaction Designer
- Car Rental Optimizor
Role: Principal Interaction Designer
- Innovation Projects: topic including New Data Visualization, Gamification, People Circle, Future Learning, etc

2009.10 -2010.11 Zhiye International.co, NYC, USA | User Experience Specialist

- Company portal for introducing business/solution as well as the product category
Role: interface design and workflow/customer maintenance
- On-line retailing/paying system
Role: interaction design and test

2007.8 -2009.8 Carnegie Mellon University Pittsburgh, PA, USA | Master student in HCI, CMU

- Nokia Posti (2009.1-8): a mobile contextual messaging system for multi-media sharing
Role: User Research Lead and Co-interface Designer
 - Lead user research methodology and conducting the user studies
 - Conceptual design and concept validation by creating story boards
 - Information architecture and detailed interface design (wireframes)
 - Lead iterative prototype-testing and final-prototype usability testing
 - Lead media publishing: video sketch and project website
Project website: <http://www.hcii.cmu.edu/M-HCI/2009/Nokia/index.html>
Video showcase online: http://www.youtube.com/watch?v=Arf_voGoL50

- People Finder for Facebook
Role: interface redesign, experiment design, data analysis and report
- API Usability Research and interface redesign for SAP
Role: Research Assistant- interface designer and usability analysis
 - Usability testing and data analysis
 - Information architecture redesign and prototyping
 - Innovative interface redesignPaper published:
 - "Studying the Documentation of an API for Enterprise Service-Oriented Architecture". The Journal of Organizational and End User Computing(JOEUC), IGI Publishing, 2009. Special Issue on End-User Development.
 - "Improving Documentation for eSOA APIs Through User Studies", Second International Symposium on End User Development (IS-EUD'2009)
 - "Usability Challenges for Enterprise Service-Oriented Architecture APIs", 2008 IEEE Symposium on Visual Languages and Human-Centric Computing, VL/HCC'08.
- SASyLF: An educational proof assistant for language and logic meta-theory studying (plug-in in Eclipse)
Role: Research Assistant-interface design
 - Design and implement the application:
 - (1st distribution published: <http://www.cs.cmu.edu/~aldrich/SASyLF/eclipse.html>)
 - Iterative user study design and conducting
 - Data analysis and paper writing
- WikiTrials for Allegheny General Hospital in Pittsburgh
Role: conducting contextual inquiry, heuristic evaluation, interface redesigns (Contextual Design), prototyping the new system (by Flash) and evaluate the new system (Cognitive Walkthrough)

2007.1 -2007.6 Asentio Design Shanghai, China | User Experience Specialist

- Clients include Nokia Siemens, Sony, Flir and BMCC
- Role: interaction design (workflow, wireframes), interface evaluation, user study (interview, diary study, questionnaire, use case, probes), usability test (lab based), interaction design (workflow), design workshop, user experience framework consulting.

2005.3 -2006.5 Shanghai ETU Interface-Design Co. Shanghai, China | User Experience Specialist

- HP user-interface usability test: Touch UI/Aio/Pi: Apr. 2006 – May. 2006
Role: conducting the user study as moderator
- Simcom cell-phone Usability test in SDI platform: Mar. 2006 – Apr. 2006
Role: design & conduct the user study, user recruitment, data analysis and presentation
- NEC mobile phone usability test (72 users for 6 phones): Oct. 2005 – Dec. 2005
Role: lab setting, user recruiting, study design, conducting (72 users in 3 weeks) as moderator, data analysis and reporting
- Usability test and Page revision for China Alibaba: Sept. 2005 – Oct. 2005
Role: proposal, design and conduct user study, data analysis and presentation
- Revision of Kids Channel for Sina: Sept. 2005 – Oct. 2005
Role: Proposal, user interview, questionnaire design, executing and presentation;
- UTstartcom TV top-box project: Apr. 2005 – Mar. 2005
Role: focus group, questionnaire design
- Questionnaire online system, Taobao & eBay: Apr.2005 – Mar. 2005
Role: questionnaire system design, data analysis
- Others: build up an online database of case studies in user research: July. 2005
 - Standardization the process of the usability test and user research, including documents and delivery samples
 - Usability testing in three fields: cell-phone, business website and home appliance
 - Comparison between the intercultural usability testing and the local testing

Language

English, Chinese (Mandarin, Shanghainese)