

Clare Xie

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Summary

- Became a User Experience Designer in 2005:
2005-2007: working as a user experience consultant for clients including Nokia, Nokia Siemens, HP, Sony, NEC, Alibaba China, etc; 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;
- Was the co-interaction designer and user research lead in the capstone project of the master's program sponsored by Nokia and was in charge of design-testing interactions and final usability testing;
- Good at sketching to convey new concepts and ideas, creating storyboards, use cases, workflow diagrams and different levels of prototyping - paper, wire-frames, HTML, Flash and video sketches;
- Have experience in designing and testing interfaces for both mobile and web application;
- Familiar with the interface programming language (ex: Javascript, Actionscript, html).

Industrial Experience & Education Background

- 2009-2010 work in NYC as contractor** | User Experience Specialist, online-commercial UX design & testing
- 2007-2009 Master of Science at Carnegie Mellon University** | Human-Computer Interaction Institute
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 @ Acentio Design** | User Experience Specialist (see "project experience")
- 2005-2007 work @ Shanghai ETU Interface Design Co.** | User Experience Specialist (see "project experience")
- 2001-2005 Bachelor of Engineering at Xi'an Jiaotong University** | **Industrial Design Department**
Main courses: Industrial Psychology (Cognition Psychology, Motivation Psychology), Man-Machine Engineering, Interface Design, Visual C++ programming, Design Investigation, Product Design, Multimedia & Information Design...

Skills

- 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...
- 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 Illustrator, Photoshop, Flash, Rhino, Premiere
- Statistical analysis:** SPSS, Excel, JMP
- Programming:** Action script (Flash, Flex), Core Java, SWT, HTML (CSS), Javascript

Project Experience

- | | | |
|-------------------------|-----------------------------------|---------------------|
| August 2007-August 2009 | 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
Responsibility: 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 websiteProject 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**
Responsibility: interface redesign, experiment design, data analysis and report
 - **API Usability Research and interface redesign for SAP**
Responsibility: Research Assistant- Interface Designer and Usability Analyst
 - 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)
Responsibility: Research Assistant-interface designer
 - 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**
Responsibility: conducting contextual inquiry, heuristic evaluation, interface redesigns (Contextual Design), prototyping the new system (by Flash) and evaluate the new system (Cognitive Walkthrough)

Jan 2007-Jun 2007	Asentio Design	Shanghai, China
User Experience Specialist		
<ul style="list-style-type: none">▪ Clients include Nokia Siemens, Sony, Flir and BMCC▪ Responsibility: 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.		
March 2005-May 2006	Shanghai ETU Interface-Design Co.	Shanghai, China
User Experience Specialist		
<ul style="list-style-type: none">▪ HP user-interface usability test: Touch UI/Aio/Pi: Apr. 2006 – May. 2006 Responsibility: conducting the user study as moderator▪ Simcom cell-phone Usability test in SDI platform: Mar. 2006 – Apr. 2006 Responsibility: 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 Responsibility: 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 Responsibility: proposal, design and conduct user study, data analysis and presentation▪ Revision of Kids Channel for Sina: Sept. 2005 – Oct. 2005 Responsibility: Proposal, user interview, questionnaire design, executing and presentation;▪ UTstartcom TV top-box project: Apr. 2005 – Mar. 2005 Responsibility: focus group, questionnaire design▪ Questionnaire online system, Taobao & eBay: Apr. 2005 – Mar. 2005 Responsibility: questionnaire system design, data analysis▪ Others: build up an online database of case studies in user research: July. 2005–<ul style="list-style-type: none">○ 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)
