

Clare Xie

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Education & Industrial Experience

- 2007-2009 Carnegie Mellon University** | School of Computer Science | 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 Asentio Design** | User Experience Designer (see "project experience")
- 2005-2007 Shanghai ETU Interface Design Co.** | User Experience Designer (see "project experience")
- 2001-2005 Xi'an Jiaotong University** | School of Mechanical Engineering | Industrial Design
Main courses :
Industrial Psychology (Cognition Psychology, Motivation Psychology), Man-Machine Engineering, Interface Design, Visual C++ programming, Design Investigation, Product Design, Multimedia & Information Design, Web Design...

Skills

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

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...

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

Project Experience

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- 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 (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>)
 - 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 Designer		
<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 Designer		
<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)

Reference

- Dean Andrew, Technology Evangelist, Nokia | Boston
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 - Hitoshi Sano, User Experience Designer, Nokia | Boston
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