

# TIFFANY J CHIEN

UX/UI Designer  
<http://tiffanyjchien.com>  
(310) 739-7734

## EDUCATION

08/2012 – 05/2017  
Los Angeles, CA

## UNIVERSITY OF SOUTHERN CALIFORNIA

Bachelor's of Architecture (Five Year Program)  
GPA: 3.27      Major GPA: 3.44

## EXPERIENCE

07/2018 – Current  
Carlsbad, CA

### SLEEPScore LABS

### LEAD UX/UI DESIGNER

- Increased App Store rating from 3.9 to 4.2 in 6 months by reducing user friction in onboarding and tracking experience, as well as redesigning UI to be modern and ADA compliant.
- Boosted first night engagement (tracked) from 29% to 43% through sticky empty states and benefits-focused onboarding experience.
- Conceived of and brought to life 13 new app features (including weekly report, community polls, sounds for falling asleep, streaks, sleep sanctuary, etc) over 6 months, 16 iOS releases.
- Devised and led ongoing "UX Forum" workshop series, inviting all company employees to participate in 10-15 person IDEO-inspired workshops to gather inspiration, implement design-thinking company-wide, and obtain buy-in from all departments.

03/2018 – 07/2018  
Carlsbad, CA

### SLEEPScore LABS

### JUNIOR UX DESIGNER

- Produced 3 lo-fi and 2 hi-fi prototypes (InVision Studio, Craft Sketch Plug-in) for user testing before and launch in June 2018.
- Created wireframes and user flows for a data-driven, bio-hacking user persona, focusing on optimizing minimalist but robust data visualization.

09/2017 – 12/2017  
San Diego, CA

### FRESHFORM.

### UX INTERN

- Administered 8 end-to-end usability tests of new Port of San Diego website; transcribed interviews and collected qualitative observations of user's body language, tone, and facial expressions.
- Developed a toolkit of research method flash cards and client workbook to inspire empathy for customers and generate business growth solutions.

## SKILLS

Zeplin	Sketch	Invision
Jira	UserTesting.com	Adobe PhotoShop
Adobe Illustrator	Adobe After Effects	Adobe InDesign
SurveyMonkey	HTML5	CSS
Rhinoceros 3D	AutoCAD	MS Office

## HONORS

### ACCREDITATION

4 undergraduate projects selected based on research, strategy, and graphic execution to be presented to accreditation board and saved in University archives.