

VERA CHEN

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206-399-6828

EDUCATION

University of Washington

September 2017 - March 2019

M.S. in Human Centered Design
& Engineering

Mount Holyoke College

August 2011 - May 2015

B.A. in International Relations

Harvard University

January - May 2014

Visiting Undergraduate Student

SKILLS

Usability Studies

HTML, CSS, JavaScript, Python

Rapid Prototyping

Interactive Prototyping

Information Architecture

Data Visualization

AWARDS

2nd place @ Hack-a-thon

November 2017

Startupweekend, Seattle

Employee of the Month

December 2016

LinkedIn

WORK EXPERIENCE

Senior Product Designer | Zoom

June 2021 - Present, Remote, WA

- ◆ Designed and launched Zoom Contact Center from 0 to 1
- ◆ Led the product framework, multi-channel agent and supervisor experience design for Zoom Contact Center
- ◆ Created and maintained Zoom Contact Center UX component library, to facilitate design consistency for 13 team members
- ◆ Currently, working on AI and integration features for Zoom Phone

UX Designer II | Microsoft

June 2019 - June 2021, Redmond, WA

- ◆ Redesigned timeline and email features for Dynamics 365 Customer Service
- ◆ Improved NSAT of timeline experience by 50%
- ◆ Innovated the traditional configuration settings with low-code/no-code admin experience in Power Apps
- ◆ Led design of integrating Microsoft Teams into Dynamics 365, which were featured by the annual conference - Microsoft Ignite

Product Design Intern | Meta

June - September 2018, Seattle, WA

- ◆ Worked on the onboarding flow and design system for internal web-based design tool
- ◆ Proposed the product roadmap and conducted 12 user interview sessions
- ◆ Delivered an end-to-end onboarding experience and established a messaging system with design documentations and interactive prototypes

Product Marketing Specialist | LinkedIn

June 2015 - May 2017, Beijing, China

- ◆ Promoted LinkedIn's mobile app features leveraging cross-platform assets such as sponsored posts, in-app ads, and offline marketing campaigns
- ◆ Collaborated with UX and content team to conduct usability testings and to facilitate product localization
- ◆ Managed LinkedIn China company page by posting updates on a daily basis and hosting campaigns that had boosted the followers base from 20K to 460K