

Chloe Chen

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EDUCATION

Cornell University | College of Human Ecology, Ithaca, NY

Aug 2019- Dec 2022

Bachelor of Science, Human Centered Design

Harvard University | Harvard Extension School, Boston, MA

Jan 2025 - Dec 2025

UX Design Microcertificate

Awards: Dean's List Recipient, IIDA Student Competition 2022 Honors, EDRA54 Conference Presenter

Publications: Yoon, J., Faulk, J.D., Chen, C. *Design For Positive Emotion Regulation: Introducing a typology of 25 activity-oriented techniques that uplift the well-being of users*. International Journal of Design.

PROFESSIONAL EXPERIENCE

Bose Corporation

Framingham, MA

User Experience Product Designer, User Experience Product Designer 2

Nov 2023 – Nov 2025

- **Designed Bose's upcoming 2026 In Home Sound Systems products (Soundbars, Speakers, Bass Modules, etc)** throughout the entire product lifecycle using platform based approach and universal design documentation to ensure ecosystem wide usability
- **Developed and implemented ecosystem wide visual, audio, and haptic feedback mechanisms** across different multimodal touchpoints to establish UX physical design system across 17+ Bose products
- **Collaborated with cross functional product, software, and engineering teams to craft a unified end-to-end experience;** standardizing feedback patterns for on and off-product experiences including product pairing, setup, and daily use app interactions via UX artifacts (wireframes, high fidelity mockups, and prototypes)
- **Contributed to standardized UX design and research documentation** to improve the quality of product experiences while ensuring adaptable and comprehensive design process deliverables (journey maps, user personas, task flows) for development and feature implementation

Amazon Robotics

Greater Boston, MA

UX Designer

Jan 2023 – Nov 2023

- **Designed and developed product catalog system** that demonstrated the organizations' state of usability to leadership and non-design teams
- **Documented and raised awareness to product ownership** with product rankings, scores, and trend analysis by facilitating the evaluation of key UX design metrics (usability, desirability, and performability) to Amazon's launched and active products
- **Established all-in-one testing packages**, enabling cross-functional team members (product managers, hardware and software engineers) to conduct low-lift usability assessments and generate usability scores
- **Developed a closed-looped data collection protocol** that targeted translating qualitative and quantitative feedback into customer experience outcomes and engineering decisions for over 15 company-borne products with >100K warehouse units nationwide
- **Performed on-site and off-site usability research** in 8 Amazon distribution centers using various moderated testing activities (card sorting, observations, product validation workshops, and explorative interviews) and Qualtrics surveying

Paycom Payroll

Oklahoma City, OK

Product Design Intern

May 2022 – Aug 2022

- **Constructed an internal design system** in an end-to-end project process and presented 2 reviews for Software Development teams to drive decision-making, UX awareness, and engineering handoffs
- **Spearheaded data visualizations** like task-flows, tree diagrams, and UI solution concepts via high-fidelity components and interactions while ensuring consistency and alignment across the entire ecosystem
- **Lead and developed collaborative usability workshops** in FIGJAM and Optimal Workshop with 50+ employees to better understand current internal design system architecture and workflows
- **Championed design quality** through deliverables, 3 presentations, and 3 reports across the organization, mentored fellow designers and demonstrated the importance of end-to-end product experiences
- **Documented visual design specifications** and helped create asset libraries for use by the product development teams

Cornell Baja Racing

Ithaca, NY

Ergonomics and Composites Designer

Aug 2019 – Jun 2021

- Designed and implemented off-road vehicle's user-facing interfaces for SAE Collegiate Baja Design Series
- Scored 1st in Design, 5th place overall for 2021 March Knowledge Event
- **Prototyped scalable 3D models** for car components (seat, steering wheel, gear shifter, body panels) using Solidworks
- **Fabricated plugs, molds and carbon fiber layups** using composites materials knowledge to ensure durable products
- **Performed hands-on testing** with representative users (5th percentile females, 95th percentile males) with prototypes while replicating life-like testing environments to ensure comfort, safety, and satisfaction
- Contributed usability testing best practices to team's shared knowledge of UCD and ergonomics research methodologies

LEADERSHIP EXPERIENCE

Orca Finance Group (Y-Combinator)

Remote

Product Designer

Dec 2021– May 2022

- **Lead brand development and interactive prototyping** for fintech banking mobile application startup
- **Enhanced overall branding package** for development hand-off with cohesive branding, layout, typography, and color organization
- Facilitated contextual research, design synthesis, and concept testing for business presentations with stakeholders monthly
- Delivered robust wireframes and interactive user flows that focused on monetary safety, privacy, and reliability for customers

META Design & Technology Lab (Cornell University)

Ithaca, NY

Lead Research Assistant

Jun 2021– Dec 2022

- **Authored Positive Emotion Regulation research paper** and developed interactive tooling version in Figma and Miro
- **Co-created interactive physical and digital toolkits** that focused on language, access, and learnability to ensure user adoption
- Organized overall data gathering and analysis process including Qualtrics exam development, online participant recruitment, Amazon Turk account setup, and metrics analysis
- Supported day-to-day laboratory tasks like meeting management, university fairs, resource distributions, and conference planning

EXTRACURRICULARS, TOOLS, AND SKILLS

Extracurriculars:

- Medium Design Collective, Cornell Chinese Student Association, Hotel Ezra Cornell, Cornell Asian Pacific Student Union, Cornell IIDA

Tools:

- **Project Management:** Microsoft Office (Outlook, Word, Excel, PowerPoint), Slack, Quip, Miro, Jira, Confluence, Asana, Keynote
- **Design and Creation:** Adobe Creative Suite (Photoshop, Illustrator, Indesign), Figma, Sketch, Canva
- **CAD and Modelling:** Autodesk Revit, Sketchup, AutoCAD, Fusion, Solidworks, Unity, Enscape
- **Research and Analysis:** Qualtrics, Survey Monkey, Optimal Workshop, Miro
- **Generative AI Design Tooling:** ChatGPT, Adobe, Figma, Midjourney

Skills:

- **UX/UI:** Hand Modeling, Wireframing, Rapid Prototyping, User Research And Testing, Qualitative Analysis, Storyboarding, UX Research Methods, Visual Communication, Human Robot Interaction, A/B Testing, Journey Mapping, Persona Development, Human Computer Interaction, Web/Mobile Design
- **Languages:** Cantonese, Mandarin, Conversational Proficiency in Italian