

YungChu Chuang

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EXPERIENCE

UX Designer at *Kubicle* | *Austin, TX*

03/2024 – Present

- Led end-to-end product design for an iOS app in a 3-person team, translating research insights into wireframes and polished UI, resulting in 1,000+ downloads within the first week of launch
- Analyzed user behavior through in-app metrics and feedback, prioritizing updates that resolved key pain points, contributed to a 120% revenue increase, and informed the product's future roadmap
- Improved App Store rating from 3.2 stars to 4.4 stars by uncovering user needs through surveys and online ethnography, guiding impactful design enhancements
- Built a scalable design system in Figma to standardize UI components across the product, reducing design iteration time by 40% and streamlining design-to-development handoff

UX Researcher / Human Factors Specialist at *Nemera* | *Chicago, IL*

01/2023 – 02/2024

- Conducted 6 formative and summative usability studies for top pharmaceutical companies, biotech startups, and medical device manufacturers, uncovering critical usability issues that led to a 71% improvement in task success rate
- Led cross-functional research efforts to reduce use errors in medical devices and software by 83%, using usability testing and iterative design recommendations
- Facilitated 9 design workshops and stakeholder interviews, accelerating product development by 30% through early alignment on research-informed requirements

UX Researcher at *Logitech* | *Hsinchu, Taiwan*

03/2021 – 12/2022

- Led mixed-method research for Logitech G735, resulting in 88% positive comfort ratings on Amazon by uncovering discomfort drivers through social market analysis and user testing to guide design decisions
- Developed a comfort measurement framework using specialized equipment, reducing research and testing time by 30% and saving \$150K annually by eliminating repetitive user studies
- Coordinated with external vendors to develop and iterate on hardware prototypes from early concept through pilot testing, applying study insights to refine design details, and directly contributing to the final version used in mass production
- Directed an Agile initiative to build an internal UX research tool, improving workflow efficiency by 40% through collaboration with engineers and target users to define and prioritize requirements
- Collaborated cross-functionally as the go-to UX research expert, regularly invited to audit in-progress projects and deliver actionable feedback to improve research practices across teams

EDUCATION

Iowa State University

08/2023 - 06/2026 (*Expected*)

Master of Human-Computer Interaction

University of California, Irvine

09/2015 - 03/2020

Bachelor of Science in Informatics | Specialization in Human-Computers Interaction

Bachelor of Arts in Art

SKILLS

UX Design (iOS, Android, Web, Wireframing, Prototyping, Information Architecture, Personas, Design Systems), UX Research (Usability Testing, Surveys, Interviews, Competitive Analysis), Technical (JavaScript, TypeScript, React, HTML, CSS, Python), Tools (Figma, Adobe CS, Git, Firebase, Google Cloud Platform)