

LILY SHAN

UX/UI Designer | Business

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<https://lilyshan.com>

COURSES

Programming Usable Interfaces
Interaction Design Studio II
User-centered Research & Evaluation
Modern Data Management
Social Web
Document Design
Methods of Statistical Data Science
Principles of Computing
Social Psychology
Marketing

SKILLS

Technical

HTML/CSS (Intermediate)
Python (Beginner)
Javascript (Beginner)

Design

Figma (Advanced)
Adobe Illustrator (Advanced)
Prototyping (Advanced)
Adobe InDesign (Advanced)
Invision (Intermediate)
User Testing (Intermediate)

Data Analysis

Microsoft Office (Advanced)
Excel (Advanced)
SQL (Intermediate)
Tableau (Intermediate)
Alteryx (Intermediate)
R (Intermediate)

Languages

Mandarin Chinese (Advanced)
Spanish (Intermediate)

EDUCATION

Carnegie Mellon University May 2021

Bachelor of Science in Business Administration
Dual major in Human Computer Interaction
QPA: 3.92/4.00

Westford Academy June 2017

EXPERIENCE

PricewaterhouseCoopers

Technology Consultant Associate Aug 2021 - Present

- Customer Transformation | Data & Analytics Technology

Technology Consultant Intern July 2020

- Participated in a 2 week virtual digital upskilling program due to COVID-19
- Completed the Human Centered Design Badge and learned Agile principles

OH! Lab - Human Computer Interaction Institute Jan 2020 - July 2020

UX/UI Design Research Assistant

- Designed Frolic (available on ios), an app that enables young girls to be more active, along with a team of project managers, developers, fellow UX/UI designers, and illustrators using a human-centered approach
- User-tested, play-tested, and designed high-fidelity prototypes using the think aloud method and iterative design practices

Hughes Network Systems May 2019 - Aug 2019

Consumer Experience Analysis Intern

- Assisted the facilitation of UX user study on the usability of a wifi booster
- Transferred outdated database queries into SQL code
- Generated QA and Excel reports on customer service agent performance

CMU Chapter of American Marketing Association Oct 2017 - May 2019

VP of Consulting

- Managed and recruited a team of 15 students in completing marketing, analytical, and UX/UI design project tasks for Comyoot
- Conducted thinkalouds for Expii's new website design