

Yifei Chen

UX/UI Design

 [Yifei Chen](#)

 yifeichen1121@gmail.com

 www.yifeichen1121.com

Experience

UX/UI Design Intern, Chello (OFG Bancorp)

Jun 2024 — Aug 2024

- Designed an internal tool that significantly improved efficiency and satisfaction for Chello's bank operations and customer success teams.
- Reduced customer data retrieval time from 30 min to 30 seconds and issue recovery time from 4-6 h to 30 seconds.
- Established a design system aligned with Chello's branding to improve scalability for design and development.

Project Manager, UX Design Lead, SCADpro x Deloitte

Mar 2024 — May 2024

- Led the design of a strategy to protect seniors against healthcare fraud within a major government program.
- Conducted research to understand how seniors interact with the healthcare system.
- Led the design of core features and strategies that received positive client feedback and will be used for further end-client discussions.

UX Designer, Don't Die, BHCI Capstone

Jan 2023 — May 2023

- Redesigned the information architecture and visual language of Don't Die, an internet archive of interviews on online culture, for enhanced accessibility and usability.
- Served as the communication liaison between the project team, the research participants, and the client, ensuring project goals and client expectations are met.

UX Design Intern, Aware.ai

Jun 2023 — Aug 2023

- Enabled easy access to important resources for pregnant women via the design of the Resource Hub feature.
- Created persuasive product explainer videos, driving stakeholder and investor engagement.

Education

Savannah College of Art and Design

Sep 2023 — Jun 2025

Master of Fine Arts in

User Experience Design

Carnegie Mellon University

Aug 2019 — May 2023

Bachelor of Science in

Computer Science and

Human-Computer Interaction

Skills

Tools

Figma

Adobe Creative Cloud

HTML/CSS, JavaScript

Webflow, Framer, WordPress

Rhino, Solidworks

Illustration

Generative AI

Methods

Information Architecture

Wireframing

Prototyping

Responsive Design

Affinity Diagramming

Design System

Visual Design

User Journey Mapping

User Research