

# Lukas Chen

UX Researcher

lukasrchen@gmail.com  
(626) 254-3267  
lukas-chen.com  
linkedin.com/in/lukas-chen8/

## EXPERIENCE

### Progressive Insurance, Lead UX Researcher (MHCI Capstone)

Jan 2023 - Present / Pittsburgh, PA

- Lead a team of 5 in researching the viability of a new distribution channel for embedded insurance within a B2B2C business model
- Conduct 50+ surveys and contextual interviews with small business owners to identify their needs and motivations to build and market a product that integrates with their existing workflows
- Synthesize key actionable insights using affinity mapping and drive iterative design prototyping and testing

### Dick's Sporting Goods

#### Lead UX Designer & Project Manager (CMU Service Design)

Oct 2022 - Dec 2022 / Pittsburgh, PA

- Managed a team of 6 in developing a Sneaker Bar service to bridge gaps between in-store and online interfaces, thereby increasing customer satisfaction and reducing product return rates
- Conducted guerilla research, experience prototyping, and interviewed 10+ stakeholders to understand user needs and validate our concept
- Designed service blueprints, concept models, value proposition proposals, and prototypes to enhance the current product-service system
- Presented recommendation to 5 cross-functional business partners; received positive feedback and full score on project presentation

### Carnegie Mellon University eHeart Lab, Research Assistant

Jan 2023 - Present / Independent Study

- Facilitate 4+ workshops to explore and enhance empathy around the psychological impact of voice technology errors and improve the user experience of language technologies for a multicultural audience

### Amazon Web Services, IT Services Support Associate

Oct 2020 - Aug 2022 / Arlington, VA

- Proactively researched and generated qualitative insights to initiate 62+ changes to troubleshooting workflow; clarifying discrepancies and closing information gaps
- Resolved daily case count of 25+ troubleshooting tickets with <13 min handle times for 82,000+ virtual Amazon employees in 19 countries
- Designed 3 contest-winning logos with Adobe Illustrator as a side project; logos used in internal team SharePoint

### Apple Inc., Technical Specialist

Aug 2019 - March 2020 / Arlington, VA

- Achieved top-tier sales of \$500,000+ in revenue by identifying customer pain points and presenting tailored solutions; promoted within 6 months

## EDUCATION

### Carnegie Mellon University (CMU)

School of Computer Science

Master of Human-Computer Interaction (MHCI)

Aug 2022 - Aug 2023

GPA: 4.27

### University of California, Berkeley

College of Letters and Science

Bachelors of Arts, Psychology

College of Engineering

Certificate of Entrepreneurship and Technology

Aug 2015 - May 2019

GPA: 3.6

## SKILLS

### Evaluative Research

Paper prototyping, Surveys, Think-aloud, Usability testing, A/B testing

### Generative Research

Affinity diagramming, Information Architecture, Contextual inquiries, Diary studies, Persona development, Empathy maps, Storyboarding, Customer journey mapping, Literature review

### Design

Interactive prototyping, Model fabrication, Motion Graphics, Rapid prototyping, Service Design, Wireframing, User Interface (UI), User Experience (UX), Visual Design

### Tools

Adobe CC, Airtable, Figma, Google Workspace, Voiceflow, Miro, Tableau, Notion, Qualtrics, Microsoft Office, UserTesting

### Programming

HTML, CSS, JavaScript, Python, Arduino