Karen Chou

www.karenchou.design | hello.kchou@gmail.com | (408) 677-9767

Experience ···

Code for America

UX Designer > Senior UX Designer   **May 2022 - Present (2.5 years)**

Skills: *pilot projects, external stakeholder collaboration, research trips, content design*

- Co-designing an online child care assistance application for families and child care providers in the state of Illinois from a previously paper-only process.
- Led UI/UX design strategy on a food and cash assistance benefits website that serviced 11,000 people in the state of Louisiana, requiring strong collaboration with policy and state stakeholders.
- Led UI/UX and marketing design from prototyping to piloting a document upload website for food benefit recipients in the state of Louisiana.
- Co-led 2 multilingual research trips across Minnesota and Louisiana to interview 27 benefits recipients, caseworkers, and state staff for feedback on digital solutions.
- Researched and redesigned visual and content design of a Medicaid renewal letter for recipients in the state of Minnesota, helping 970,000 recipients annually.

Justworks

Product Designer, Growth   **Apr 2021 - May 2022 (1 year)**

Skills: *workshop facilitation, user research, internal tools*

- Led 2 discovery research and prioritization workshops using Figma and FigJam with Product, Engineering, and Design partners to redesign a customer self-onboarding portal.
- Conducted 3 user research studies using card sorting and moderated interview methods to understand internal process and tool inefficiencies for prioritization.
- Re-designed an internal Workers' Compensation tool based on research synthesis.

Scoop Technologies, Inc.

Product Design Intern > Product Designer 2   **Sept 2018 - Nov 2020 (2.5 years)**

Skills: *mobile features, web data dashboard, design system, accessibility, DEI*

- Designed 13 Android and iOS mobile app features for active user growth and UI improvements.
- Designed and launched a subcomponent of the company's first web data dashboard product, enabling customers to understand and improve their program statistics.
- Spearheaded product accessibility by auditing, hiring a consultant, process documentation, facilitating an internal workshop, and publishing a public company blog post.
- Elected to the company's first Diversity, Equity, and Inclusion Task Force and led efforts on internal education about issues in tech including gender inequity and accessibility.

Education ···

UC Berkeley, B.A. Media Studies   **Aug 2014 - May 2018**

- Certificates in Human Centered Design and Design Innovation
- Student organizations: Berkeley Innovation (Director of Marketing, Co-Director of Operations, Product Design Consultant), EthiCAL Apparel (Vice President of Design)