

# Muse Chen

## Senior Product Designer

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### Experience

#### Dropbox

Feb. 2022 – Apr. 2023

##### Senior Product Designer

Led design efforts in a 0 to 1 team management backup tool for small team administrators, enhanced usability for Dropbox Backup experience; Designed chrome browser extension widget for flexible Dropbox content collection.

*Launched 0 to 1 product iteratively within 2 quarters by defining business requirements with product vision and led multi-research methods to drive product success iteratively.*

#### Course Hero

2019–2022

##### Product Designer Lead

Design lead of an 0 to 1 marketplace platform where educators share teaching materials to earn a revenue share. Led proof of concepts and research sessions to validate product–market fit, and evolved and optimized strategy with the sustainable design system.

*28%+ lift acquisition rate with proof of concept; 32.6% increase in conversion rate (avg. 13.35 contents per educator) with marketplace platform.*

#### Course Hero

2017–2019

##### Product Designer

Design user acquisition onboarding process that optimized the college faculty verification process, profile completion flow, and faculty following suggestions.

*22%+ lift of user completed profiles. 1400% lift user follow action/ per week. Acquired 60,000 verified users in 2021, (12,000 in 2018)*

#### Cooby

2020–2021

##### UX Designer / Visual Designer

Design and launched a iOS mobile design system for a CRM system for insurance sales person in Taiwan. Design the onboarding experience, interaction and design style guide.

### Education

#### University of Michigan, School of Information, M.S. in Human Computer Interaction

Ann Arbor, Michigan, 2017

#### National Taiwan University, B.A. in Drama and Theater, Psychology

Taipei, Taiwan, 2012

#### Tsing-Hua University (Exchange Student), Major in Art and Design

Beijing, China, 2013

### Debrief

**6+ year** product design experience shipping multiple consumer products in productivity, cloud and education industries, looking for **senior product designer** roles.

### Competency

Interaction Design User research  
Prototyping Design system Visual Design

### Award

2016 CHI conference Student Design competition, Top 12.

iOSDevCamp, Top 3 / 31 teams.

Dropbox innovation Hackathon, winner of 100+ team.

Course Hero Hackathon, winner

### Tool

Figma (Main)

UserTesting.com

Adobe Illustrator and Photoshop

After Effects

Front-end: HTML/CSS