

# Yao Bao

## User Experience Designer

(260) 564-3053

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www.baoyao.me

## SKILLS

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### Tools

Axure RP  
Photoshop  
Illustrator  
Indesign  
Dreamweaver  
Flash  
SketchRP  
Invision  
Balsamiq  
Omni Graffle  
html/css  
keynote  
3ds Max  
Solidworks  
AutoCad  
Inventor

### Methods

Interviews  
Contextual Inquiry  
Focus group  
Brainstorming  
Affinity Diagramming  
Personas  
Diary Study  
Card Sorting  
Sketching  
Storytelling  
Wireframing  
Prototyping  
Usability Testing  
User Journey Map  
Participatory Design  
Service Design  
Inspiration Board

## EXPERIENCE

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### Interaction Designer

**Watermark (Previous Tk20 Inc.)** | Austin, TX | June 2016 - Present

Leading the core Planning project UX design for the new high education assessment platform for the merged company.

Defined the UX design process framework; conducted user research, produced user journey maps, workflows, wireframes, prototypes; conducted usability tests.

Collaborated with cross-functional teams to deliver innovative design solutions.

Formatted and standardized UX team's deliverable. Built and managed interaction pattern library for the UX team.

### Experience Designer

**Kohl's Department Stores, Inc.** | Menomonee Falls, WI | Sept 2015 - June 2016

Designed the Buy Online Pick Up in Store (BOPUS) experience across mobile, tablet, desktop and in-store kiosk platforms.

Worked on researching, designing and testing both customer and associate facing digital experiences. Collaborated with the store operation team on Kohl's in-store physical fixtures, signage, and wayfinding elements of BOPUS.

### Interaction Design Intern

**Solutionreach Inc.** | Lehi, UT | May 2014 - Aug 2014

Redesigned a desktop web-based patient engagement platform to help health providers better communicate with their patients and manage their information.

### Associate Instructor

**Indiana University** | Bloomington, IN | Sept 2014 - May 2015

Co-instructed Information Representation course, taught undergraduate students and answered questions related to database and SQL.

Co-instructed HCI/Interaction Design course, mentored undergraduate students through different design projects.

## EDUCATION

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### M.S. in Human-Computer Interaction Design

**Indiana University** | Bloomington, IN | Aug 2013 - May 2015

### B.ENG. in Industrial Design

**Beijing University of Posts and Telecommunications** | Beijing, China | Sept 2009 - June 2013