

Pui Mo

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Tools

Adobe Creative Suite
Axure RP | Sketch
Invision
User voice | Pendo

Skill

Contextual Inquiry | Focus Group
Competitor Analysis
Persona | Journey Mapping
Affinity Diagramming
Scenario Storyboard | Sketching
Information Architecture
Wireframing | Prototyping
Usability Testing

Education

INDIANA UNIVERSITY
M.S. Human Computer Interaction
Bloomington, Indiana 2013 - 2015

PEKING UNIVERSITY
B.S. Psychology | B.L. Sociology
Beijing, China 2009 - 2013

Working Experience

SOLUTIONREACH Lehi, Utah

UX Designer July 2015. - Present

Designing patient management platform for Solutionreach to help healthcare providers better communicating with patients, increasing retention rate and boosting practice revenue.

- Create solutions to new user needs and respond to fast changing requirement in timely manner;
- Design structures that fit both current state of the app and upcoming features;
- Work closely with PM and Dev. team on iterating requirements and user stories;
- Create wireframes and high fidelity prototypes accordingly to different stages of projects for internal communication.

SOLUTIONREACH Lehi, Utah

UX Design Intern May 2014 - Aug. 2014

Redesigned and reskined the web application for Solutionreach that boosts the usage of the application.

- Gathered user feedbacks by conducting focus groups and usability tests to evaluate the current platform;
- Redefined the information architecture and a clear work flows based on the research findings.

INDIANA UNIVERSITY Bloomington, Indiana

Research Assistant Mar. 2014 - Aug. 2014

Generated insight and found patterns by conducting content analysis on material that includes interview, documentary, news and academic paper.

- Conducted research to help Intel Culture Research In Technology Group understand the relationship between the smart city and citizen and the trend of city development.

LENOVO RESEARCH CENTER Beijing, China

User Research Intern Sep. 2012- Jan. 2013

Conducted research on the usability and customer acceptance of convertible hybrid laptop in early stage to help Lenovo determine the future strategy on the product line.

- Designed usability tests, analyzed data and presented user behavior tendencies;
- Determined and prioritized future design direction based on research results.