Yu-Chi Angeline Chang

Healthcare UX · AI Decision Support · Design System

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EXPERIENCE

Jul 2019 – Oct 2024

ASUS User Experience Designer, Taipei, Taiwan

- Owned the end-to-end design process for multiple healthcare information system products, ensuring alignment with clinician workflows through contextual research, insight synthesis, concept validation, UX/UI design, and usability testing.
- **Improved diagnostic efficiency** for 230+ healthcare professionals by simplifying navigation and restructuring the information architecture of critical patient data, **reducing cognitive load** for better decision-making in desktop and tablet Electronic Health Record (EHR) systems (*xHIS Ambulatory EHR* and *Mobile Rounding Services*).
- **Enhanced diagnostic accuracy** for early-phase lung cancer imaging diagnosis by preventing missed lesions through the integration of **AI recommendations** into the clinical image viewer and clinicians' workflow (*AI PACS Viewer*).
- **Increased design and development speed by 26.8%** by initiating, designing, and managing the **Design System** used by 30+ designers and engineers across 6 healthcare products, balancing **micro-level flexibility** with **macro-level scalability** to meet diverse design and implementation needs.
- **Increased EHR system adoption by 57.3%** by introducing **inclusive design** features, improving text legibility for users across all ages with dynamic font size, contrast, and zoom settings. Enabled rapid, large-scale UI updates with minimal engineering effort by refining pre-defined **color and spacing tokens** within the **Design System.**

Apr 2019 – Jun 2019

3drens User Experience Design Intern, Taipei, Taiwan

Collaborated with co-founders on value proposition development and prototyping to support client pitches for logistics solutions.

EDUCATION

Sep 2014 – Jun 2019

National Chengchi University, Taipei, Taiwan

Bachelor of Science in Digital Technologies and Contents
Bachelor of Arts in Economics
English Honors Program

Relevant Coursework: Design Thinking, Introduction to Design Thinking Coaching (DS5105, National Taiwan University), Human-Computer Interaction Design, Still Image Design, The Aesthetics of Form: A Survey, Interactive Installation Design, Studies of New Media Works, Introduction to Computer Programming, Advanced Computer Programming, Web Programming, Applications of Database

Activities: **Academic Honors Peer Tutor** on Calculus and Accounting (Fall 2015); American Exchange Student Support & **Cultural Exchange Ambassador**, Council on International Educational Exchange (CIEE) Taipei; Instructor, Choreographer, and Yearly Showcase Coordinator of **Street Dance Club**

Fall 2017

University of Connecticut, Connecticut, USA

Exchange Student

Relevant coursework: Motion Graphics, Basic Studio: Photography

AWARDS

2019	**UXPA China User Experience Design Award** National Third Prize
2017	**National Chengchi University** Short-Term Overseas Study Grant
2014	**National Chengchi University** Academic Excellence Award (Top 2 in Class)

PROFESSIONAL OUTREACH

Mar 2019 – Present

Freelance Design Thinking Workshop Facilitator, Taipei, Taiwan

Facilitated participants in applying **design thinking methodologies** to tackle real-world problems in interactive workshops. Guided **40+ participants across 8 workshops** for clients in the education and technology sectors, including *Samsung Solve for Tomorrow Competition*, *National Taipei University of Technology*, *National Taiwan University,* and *Taiwan AI Academy*.

Jun 2024 – Sep 2024

Samsung Solve for Tomorrow Competition Team Advisor

Coached a team designing technologies for **gait and balance training for the elderly** in the 2nd round of the competition cycle, delivering 7 weekly design thinking lectures and advising on project progress and refinement.

May 2021 – Dec 2021

Guest Speaker: Designing Human-Centered AI Solutions for Healthcare

Presented insights on designing **AI Decision Support Systems for Healthcare** to **120+ attendees** from professional organizations (*Ladies that UX Taipei*) and academic institutions (*National University of Singapore School of Design* and *Design Thinking and AI class at National Chengchi University*). Addressed challenges in managing **AI unpredictability in high-stake healthcare context**, building user trust, and fostering **Human-AI Collaboration**.

LEADERSHIP EXPERIENCE

Mar 2024 – Oct 2024

The Mentorship Program Teaching Assistant for UX Lectures

- Coordinated monthly UX lectures for a group of **25 participants**, managing venue arrangements, providing lecturer support, and overseeing participant feedback collection.
- Initiated and hosted **closing debrief sessions** to enhance participant satisfaction, gathering real-time feedback for iteration, facilitating participant-coordinator dialogues, and reinforcing key lecture takeaways.

Oct 2020 – Dec 2021

IxDA Taiwan IxD Conference Outreach Coordinator & Speaker Liaison

- Independently planned and executed the **Call for Speaker** program, managing timelines, drafting announcements, coordinating submissions, and communicating outcomes, resulting in the recruitment of **8 guest speakers**, broadening the scope and diversity of the agenda.
- Served as the **primary liaison for 4 guest speakers**, ensuring seamless communication and providing support to adapt from offline live talks to an online pre-recorded conference format in response to the pandemic.

SOCIAL IMPACT

Jul 2021

Women Who Code Taipei HTML/CSS Workshop Mentor

Mentored a group of **pre-college female students** in a two-day workshop, providing technical guidance and mentorship in basic **HTML/CSS** for their final demo website, promoting **STEM education for women**.

Aug 2020

Girls in Tech Taiwan & The Garden of Hope Foundation Workshop Mentor

Mentored a team of young girls from Thailand in a two-day workshop, whose proposal to address **violence and harassment against LGBTQ+ youth** in Thailand through technology won the **Human Rights Award** at the **Asian Girls Award 2020**.