

# Irene Chen

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## Experience

### Workrise

Product Designer II • October 2022 — October 2023

- Designed and built out service locations feature to help match vendors with clients for jobs, with 340+ vendors adding 2,000+ locations in the first 6 months after launch
- Redesigned and shipped updated company profile experience to 1,500+ users

### Extra

Associate Product Designer • January — September 2022

- Owned design and strategy for debit card, including transactions, subscriptions, onboarding, and profile — scaling user base by +96% in 2022
- Drove +14% increase in 45 day retention with free credit score monitoring feature

### Paramount

Emerging Products Intern • June — August 2021

- Designed interactive fantasy league experience for 17,000+ fans of MTV's *The Challenge*
- Prototyped feature to help 10,000+ users of Comedy Central Stand-Up's Alexa skill discover new content

### Elevated Third

UX Design Intern • January — April 2021

- Designed website for telecom company, resulting in +61% increase in demo signups, +14% increase in talk-to-sales contact forms, and +60% increase in users via organic search

### SAP

Design & Media Intern • June — September 2020

- Conducted discovery research and designed integrated order management platform, resulting in ~16,000 hours saved annually and +2% increase in productivity for CSRs and buyers

### Carnegie Mellon University

UX Design Intern • May — July 2020

- Spearheaded 0 to 1 design and research for collaborative password management tool

## Other Experience

### Phosphor Magazine

Founder and Editor-in-Chief • January 2023 — Present

- Photograph, creative direct, and produce shoots with talent for print and digital pop culture publication
- Collaborated with Universal Studio Group, Hallmark Channel, and more for talent features

### Develop for Good

Product Designer • September 2020 — January 2022

- Designed end-to-end digital experiences for pro bono clients, including a mobile app to help health care facilities monitor water and sanitation (WHO) and a web app to track and report hazards (EDF)

## Education

### UC Santa Barbara

Bachelor of Arts in Communication, Minor in Multimedia Design — 3.92

- Chancellor's Award for Excellence in Undergraduate Research
- Steven H. Chaffee Award for Excellence in Research