Quan Chen

UX / Product Designer

No sponsorship needed

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📍 Santa Clara, CA
🌐 Portfolio: hayleychen.com
in LinkedIn

Experience

Jun 2022 - Apr 2025

UX Designer

Trip.com Group — Shanghai, China

- Designed user experiences for Trip eBooking, a B2B hotel operations platform serving 1.4M+ hosts across 40+ countries.
- Collaborated with engineers to deliver a design system overhaul, reducing client-reported UI issues by 30%.
- Partnered with product managers to revamp the EBK Finance module on web & mobile, increasing user satisfaction by 35% and streamlining financial workflows.
- Conducted user interviews with hotel operations teams to identify pain points, simplifying 3–5 major management processes.

Sep 2020 - Jun 2022

Architecture Designer

Arcplus Group — Shanghai, China

- Created schematic plans for public construction projects from concept through detailed stages.
- Individual designs selected for implementation, strengthening spatial and systems thinking skills.

Feb 2016 - Feb 2017

Design Intern

Peter Quinn Architects, LLC — Boston, MA

- Supported architects on local residential projects, contributing to architectural drawings and 3D models.

Education

Google UX Design Professional Certificate

Nov 2024, Coursera

Northeastern University

M.Arch
Sep 2017 - May 2020
Boston, MA

Boston University

B.A. in Architectural Studies
Sep 2012 - Jan 2016
Boston, MA

Skills

UX & Product Design
User research, wireframing, prototyping, usability testing, design systems

Tools
Figma, Sketch, Miro, Axure, Adobe Creative Suite

Tech
HTML/CSS (basic)

Languages
English (professional), Mandarin (native)