



Youga Chang

A full-stack product designer that brings ideas to life.

👉 [Link to My Portfolio](#) [in @yougachang](#) [✉ youga.chang@gmail.com](#) [☎ +886 956 678 578](#)

Experience

Sr. Product Designer

Gamania Digital Entertainment

(World-leading entertainment corporation with 10+M users)

Jun 2021 - May 2023 | Full Time

#B2C #APP #Design Owner #End-to-End

- + Responsible for beanfun! - An all in one B2C App integrated entertainment services for ACGN lovers
- + Led several projects from initial ideation to end products, resulting in a 850% growth rate in session length.
- + Led transformation and integration of user-generated features, resulting in a 454% increase of visitors and foster communities with over 2000 MAU.
- + Served as a design owner, managed project progress and coordinated design resources with cross teams, including data, research, marketing, developers, and product teams.
- + Served as a group lead, driving design solutions and facilitating DesignOps, including design documentation and design-to-development workflows.

Interaction Designer

HTC DeepQ

(Healthcare division of HTC, providing AI solutions for clinics)

Oct 2019 - Apr 2021 | Full Time

#SaaS #Web #User Research #Complex Domain

- + Responsible for Medical AI Platform - A medical AI model training platform for doctors with 0 code skills.
- + Conducted qualitative research of complex domain, analyzed multi-stakeholders' behaviors, journey mapping, and turned them into key features.
- + Collaborated closely with developers, machine learning experts, product owners, and users to deliver and enhance interfaces and experiences, achieving a satisfaction rating of 4.4/5 on Medical AI SaaS service.

Community Affairs Coordinator

Microsoft Taiwan

Jul 2016 - Jun 2017, Mar 2018 - May 2018 | Internship, Contractor

#Project management

- + Coordinated with multi-national teams and partners to manage the progress and resources for projects.

Education

National ChengChi University

M.S. , Digital Content and Technologies (HCI)

2016-2019, Taiwan

- + Thesis: Research on virtual reality interface design

Nagoya University

Special Research Student, Informatics

2018-2019, Japan

- + Thesis: Interface guidelines in virtual reality

Honorable Mentions

Best Employee Award (Gama Star)

Nominee, Gamania Digital Entertainment, 2023

Department MVP Award

Winner, Gamania Digital Entertainment, 2023

IXDA Taiwan, Director

Interaction Design Association, 2022-present

Skills & Tools

Product Design & Strategy

Personas, User Journey, User Interviews, User Testing, Research Analysis, User Flows, User Behavior Tracking, Site Maps, Wireframing, Lo/Hi-Fi Mockups, Prototyping, Micro-Interactions, Strategically Design Thinking, Business Acumen, Data-informed design

Tools

Figma, Sketch, illustrator, Matomo

DesignOps

Design documentation, Design-to-development workflow management

Languages

Mandarin

Native

English

Full Professional Proficiency (TOEIC 920)

Japanese

Professional Proficiency (JLPT N2)