


Kristine Yuen

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EXPERIENCE

Deloitte Digital Jul 2010 – Sep 2015

San Francisco, CA

Senior Consultant

(promoted from Consultant in 2014 and Analyst in 2012)

Worked with 12 companies on mobile, eCommerce, portal, responsive web, and web system projects.

Design Strategy and Project Management

- Led cross-functional and global teams to create mobile applications and web platforms.
- Performed project management activities such as developing resource plans, resolving project issues, and prioritizing activities for the team.
- Collaborated with developers, designers, and business users to define project plans for agile or waterfall implementations.

Design Research and Usability Testing

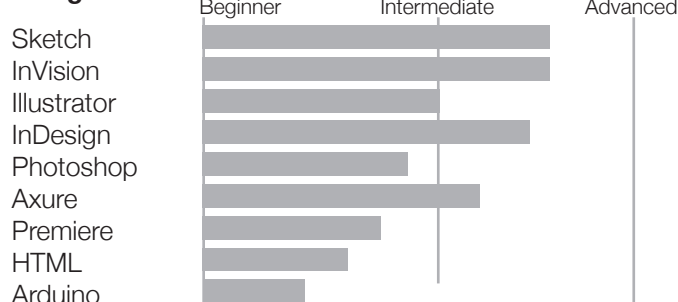
- Created user journey maps and experience maps.
- Developed personas by interviewing users and conducting generative research.
- Led design brainstorm workshops to develop solutions.
- Wrote and performed surveys to understand user needs.
- Conducted interviews to gather requirements, conduct current state assessments, and develop business processes.
- Create process flows to document future state user and system processes.
- Performed usability tests such as click through testing, card sorting, and tree jack testing to refine design strategy.

Prototyping and Design Implementation

- Developed a site taxonomy and metadata for an HR portal by categorizing new and existing web content.
- Created digital prototypes to demonstrate UI functionality.
- Designed sketches, wireframes, and visual designs for mobile apps and websites.
- Wrote detailed design style guides and design specification documents to share with developers.

SKILLS

Design



EDUCATION

California College of the Arts (CCA) 2015 - 2016

San Francisco, CA

Masters of Design - Interaction Design

University of Notre Dame (ND) 2006 - 2010

Notre Dame, IN

Bachelor of Business Administration - Information Technology Management

ACTIVITIES

Kiva Zip Spring 2016

San Francisco, CA

Pro Bono Design Consultant

Bay Area Goodwill Fall 2015

San Francisco, CA

Pro Bono Design Consultant

Travel Carabao (Red Carabao Hostel) Summer 2014

Manila, Philippines

Pro Bono Technology Consultant

Bay Area Deloitte Digital Community 2013 - 2015

San Francisco, CA

Founder and Lead

ND Diversity Recruiting at Deloitte 2011 - 2015

Chicago, IL

Lead

AWARDS

Startup Weekend - 3rd Place June 2014

Team Lead for Rentaurant (pop-up spaces)

Extraordinary Performance Award for Top 10 Performers on the West Coast Feb 2014

Deloitte Consulting

Exemplary Teamwork Award April 2013

Deloitte Consulting

ND Social Venture Competition - 2nd Place Overall & 1st Place Written Plan April 2010

Red Carabao Hostel

Other



Languages

