

# JENNA (YAGE) CHEN

Boston based UX / Product Designer with 2B & 2C experiences, dedicated to addressing challenges with clean and elegant design

## EXPERIENCE

### UX Designer · AKQA with Delta Air Lines

05/2023 - Present · Atlanta GA

Designed and shipped **Delta's mobile and web experiences**, including Dynamic Island and membership benefit redemption experiences boosting user engagement, launching in 2025.

Supervised associate designers, developed rapid prototypes for user testing, and presented deliverables to Delta's leadership.

### Associate UX Designer · AKQA with Delta Air Lines

02/2022 - 04/2023 · Atlanta GA

Redefined **enterprise solutions for customer service agents** and streamlined complex navigation & payment workflows, reducing call time and increasing user satisfaction.

Collaborated with cross-functional teams in agile settings, leading user research with product audits, surveys (**800+** responses), and over **15** focus groups to drive strategic improvements.

### UX Design Intern · Logitech

06/2021 - 08/2021 · Newark CA

Developed personalized **product onboarding for next-gen device configuration software** through user research, wireframing, and user testing. Designed a branding tool for streamers to expand their online presence.

### College Art Portfolio Advisor · Oogie Art

06/2019 - 06/2020 · Lexington MA

## PROJECT

### UX Designer · Volvo Construction Equipment

Capstone Project · 01/2021 - 05/2021 · Pittsburgh, PA

Led research and concept development to create a **cost-benefit visualization tool** for fleet management software

## CONTACT

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## EDUCATION

### Carnegie Mellon University

Master of Integrated Innovation for Products and Services  
12/2021, Pittsburgh PA

### Boston University

Bachelor of Fine Arts, Painting  
05/2019, Boston MA

## SKILLS

Figma, Miro, Sketch, Webflow, Adobe Creative Suites

User Research, Prototype, Competitive Analysis, Wireframe, Storyboard, User Journey Map, Usability Testing

CSS, HTML, JavaScript

## INTEREST

Cultivate a cut flower garden  
Build Lego sets  
Play golf