Helen Miao

helenmiao.com

(669) 208-9667

helennmiao@gmail.com

github.com/helenm1

linkedin.com/in/helen-miao

EXPERIENCE

Bevi   Boston, MA

UI/UX Designer   Jan. 2025 – Present

Designing touchscreen interfaces for 23,000+ IoT-enabled beverage machines and an internal service portal used by partner companies and technicians for service planning, tracking, and maintenance.

Collaborating with cross-functional teams including Product, Software, and Hardware to translate concepts into scalable solutions that balance user needs with technical and business requirements.

UI/UX Design Intern   Jul. 2023 – Dec. 2023

Led comprehensive UX research initiative with 25+ usability test sessions to redesign the key customer-facing beverage dispense experience, transforming user insights into prototypes that improved customer satisfaction and usability.

Ronik   Brooklyn, NY

UX Design and Web Development Intern   Aug. 2024 – Dec. 2024

Designed and developed dashboard solution for NYC's JFK Terminal Airport using Figma, PHP, JavaScript, CSS, and WordPress, streamlining employee gate pass workflows for terminal businesses.

Partnered with Thomson Reuters and Ecolab to create engaging webpage about water impact on industrial production while collaborating closely with creative directors and developers.

Northwestern Mutual   Milwaukee, WI

UX Design Intern   May 2024 – Aug. 2024

Crafted interactive web pages for Planning Experience and Illustrations systems used by 8,000 financial advisors to create insurance and investment plans for 5+ million clients across the U.S.

Improved UI consistency in Planning Solutions (PS) web applications by auditing 3 comprehensive PS platforms and creating design solutions to unify the platforms and design teams.

Sandbox   Boston, MA

Head of UX, UI/UX Designer   Aug. 2022 – Dec. 2024

Directed 19-person design team through structured critique sessions and skill-building workshops, fostering collaboration and elevating design standards across student projects.

Designed wireframes for Boston's Museum of Fine Arts form automation platform, streamlining employee workflows by digitizing paper-based processes.

HackBeanpot, Inc   Boston, MA

Software Engineer, UI/UX Designer   Apr. 2023 – Apr. 2024

Designed and developed responsive main and live event sites with Figma, TypeScript, and React.

Organized 175-person Boston-area hackathon, managing hacker merchandise and experience.

TECHNICAL SKILLS

Design Tools: Figma │ Sketch │ Zeplin │ Abstract │ Adobe Illustrator │ Photoshop │ InDesign

Programming Languages: Java │ JavaScript │ TypeScript │ HTML/CSS │ Python │ Racket │ SQL

Technologies: React │ Node.js │ Git │ PostgreSQL │ Jupyter │ D3.js │ Visual Studio │ IntelliJ │ Eclipse

EDUCATION

Northeastern University   Boston, MA

B.S. in Computer Science and Design │ GPA: 3.8/4.0   Sept. 2021 – May 2025

Relevant Coursework: Human-Computer Interaction │ Interaction Design I & II │ Information Design │ Typography │ Software Engineering │ Algorithms and Data │ Object-Oriented Programming │ Web Development │ Data Visualization & Presentation │ Database Design