

Melody Chan

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UX Designer with 3+ years conducting user research and designing functional, accessible experiences for complex systems.

EXPERIENCE

UX Designer

Aug 2023–Present

California Public Employees' Retirement System (CalPERS)

Sacramento, CA

- Conducted 30+ qualitative research sessions, including usability tests, user interviews, and tree-testing, to inform product strategy and validate design decisions for retirement and health enrollment systems.
- Designed and executed tree-testing studies using Optimal Workshop to restructure the internal navigation system, reducing member navigation time by ~20% through improved information architecture.
- Led end-to-end usability testing with CalPERS members during open enrollment to evaluate and redesign the "Change Health Plan" functionality, collaborating with engineers and product managers to translate behavioral insights into actionable improvements.
- Researched 50 competitor sites and evaluated 15+ pages to redesign CalPERS email subscription flow, reducing signup steps from 5 to 3.
- Conducted regular content reviews and heuristic evaluations to ensure CalPERS digital products meet WCAG AA accessibility standards and support inclusive member experiences.

UI/UX Designer

Mar 2022–May 2023

UC Davis Health

Sacramento, CA

- Redesigned 20+ pages of education content across 3 major landing pages through a digital modernization effort, improving findability and consistency for healthcare providers.
- Collaborated with clinical stakeholders, content strategists, and engineering teams to balance user needs with technical constraints while maintaining functional simplicity.

Product Design Intern

Aug 2021–Jan 2022

Calmed & Co.

Hong Kong SAR, China

- Designed and executed mixed-methods research combining Google Analytics data, 3 in-depth user interviews, and journey mapping to identify friction points in e-commerce checkout flows, leading to 15% conversion increase.
- Increased brand engagement and social media follower growth by 33% through designed assets and localized campaigns to support digital brand strategy.

Interactive Voice Designer

Nov 2020–July 2021

Apple Inc. (via Advantis Global)

Mountain View, CA (Remote)

- Analyzed 500+ Cantonese Siri interactions weekly to identify speech patterns and user behaviors, improving the accuracy and naturalness of Siri responses for Hong Kong users.
- Collaborated remotely with engineering, localization, and linguistics teams in an agile workflow to document issues and deliver updates.

SKILLS

User Experience (UX) Design · User Interface (UI) Design · Interaction Design · Front End Development (HTML, CSS) · Wireframing & Prototyping · Motion Design · Responsive Design · Brand Design

Tools: Notion · Figma · Adobe Illustrator, Photoshop, After Effects · Webflow · Google Analytics · Jira

User Research: Optimal Workshop (Tree-Test, Card Sort, First Click) · SurveyMonkey · Usability Testing

EDUCATION

California State University, Sacramento

Sacramento, CA

Bachelor of Fine Arts in Graphic Design, GPA 3.8, Magna Cum Laude