

Emily Chen

UX WRITER

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EXPERIENCE

UX Writer Jan 2021 - Present
Google Mountain View, CA
UX Writer

- Crafted user interface text for Google Assistant, resulting in a 25% increase in user engagement
- Collaborated with cross-functional teams to develop a unified tone and voice for Google's product suite
- Conducted A/B testing and analyzed user feedback to inform content decisions, leading to a 15% reduction in user errors

Junior UX Writer Jun 2019 - Dec 2020
Microsoft Redmond, WA
Junior UX Writer

- Developed and implemented a content style guide for Microsoft's Azure platform, resulting in a 30% reduction in content inconsistencies
- Worked closely with designers and product managers to create intuitive and user-friendly interface text for Microsoft Teams
- Contributed to the development of Microsoft's accessibility guidelines, ensuring compliance with industry standards

PROJECTS

Chatbot Interface Project Mar 2020 - May 2020
UX Writer
Developed a chatbot interface for a fictional e-commerce company, utilizing UX writing principles to create a user-friendly and engaging experience
Dialogflow • JavaScript

SKILLS

UX Writing Content Strategy Tone and Voice Development User Research
Collaboration and Communication

EDUCATION

Bachelor of Science in English Jan 2018 - Dec 2020
New York University New York City, USA
English 3.8/4.0

LANGUAGES

English Native

CERTIFICATES

UX Writing Certification Jun 2020
Coursera
Certified UX Writer