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# GRACE SHIEH

User experience designer, researcher, and design thinker based in San Jose, CA with 7+ years of experience working in enterprise networking, IoT, healthcare, hospitality, and real estate spaces.

## SKILLS

UX Design  
Interaction Design  
Visual Design  
Information Architecture  
Personas  
Journey Mapping  
Storyboarding  
Wireframes  
Prototyping  
User Research  
Usability Testing  
User Testing  
Competitive Analysis  
Heuristic Evaluation

## DESIGN TOOLS

Figma  
Sketch  
Photoshop  
Balsamiq  
Invision  
Axure  
Principle  
Zeplin  
Abstract  
Miro

## EDUCATION

General Assembly  
UX Design Intensive  
Graduated 2015

Emerson College  
B.S. Broadcast Journalism  
Graduated 2011

## WORK HISTORY

### Opendoor • Product Designer

— Oct 2021 - Jan 2024

Played a critical role in Opendoor's innovative home buying experience, allowing millions of people to discover and visit Opendoor homes.

- Key player on a team pioneering an [industry-disrupting self-touring solution](#), affecting 40 Basis Points (BPS) by reducing touring friction, customer support calls, and number of days homes sit on the market.
- Evolved a data dumping home security management tool by adding a home intelligence layer that interprets signals so Opendoor can remotely monitor homes and reduce bottom line costs.
- Created a trade partner work assignment tool that increased work capacity by 20% and improved trade partner retention and relations.
- Designed a listing management system capable of publishing large volumes of listings across all 50 U.S. MLS markets, affecting 25 BPS by eliminating manual publishing.

### Cisco Systems • UX Designer

— Jul 2017 - Sep 2021

Created visual designs for Cisco.com and enterprise software solutions for IoT and large-scale network management.

- Launched a cloud-based network management product that brought 451 new customers to Cisco, estimating \$140M in annual revenue.
- Led workshops to redesign the device onboarding experience, resulting in increased product customer adoption by 150%.
- Designed 15+ light and dark palette UI library components and 5 responsive website section layouts for the Cisco.com corporate website.

### BCV Social • Freelance Product Designer

— Mar 2017 - Oct 2017

Designed for an award-winning social media solutions provider that delivers 150x more return on ad spend for big brand hotels such as the Westin, Marriott, and more.

- Designed a content editing, approval, and tracking system to increase team productivity by 80%.
- Created a media library to help clients select assets for social media posts and track usage and telemetry data to increase engagement.

### NavisHealth • UX Designer

— Oct 2015 - Oct 2016

Designed primarily mobile app designs at a healthcare startup that empowered over 30,000 hospital patients to become more active managers of their own care.