

Ray Xia

She/Her

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Experience

UX Design & Research Intern

BJC HealthCare

May 2023 – May 2024

- Collaborated to design, deliver high-fidelity prototypes, and conduct usability testing of key features for BJC Flex, a custom-developed, mobile-friendly tool aimed to help nurses schedule shifts, leading to 245,255 hours of additional scheduled shifts from Q3 to Q4.
- Led the planning and coordination of a team of 3 UX Researchers to execute a 12-month user research study, consistently measuring nurses' satisfaction and engagement with Virtual Nursing practices across the healthcare system, insights from which were recognized by C-Suite executives to improve nurse retention and reduce workload burden.
- Owned the design of a 10+ page new messaging tool within BJC Flex in order to improve communication and operational efficiency among nurses and nurse managers.

Solution Engineer Intern

Rulai, Inc

Jun – Sep 2022

- Participated in designing a custom NLP chatbot building tool that enhances the automation of customer support for 20+ enterprises.
- Led the redesign and development of the chatbot demonstration system from start to finish by incorporating all up-to-date features and optimizing user flow.
- Collaborated closely with the engineering and marketing team to boost live demonstration efficiency by 50%, streamlining future demonstration processes.
- Tracked user transcripts and analytics to assess the usability of chatbots and to uncover UI design improvements.

Academic Projects

Conversation Game for People Living with Alzheimer's

Fabula(b)

Jan – Apr 2024

- Conducted market research and interviews with subject matter experts and family members to evaluate the effectiveness, accessibility, and desirability of applied Reminiscence Therapy to support the community of people living with Alzheimer's.
- Designed features and interactions from concept to high-fidelity prototypes of a conversation game to deliver more accessible Reminiscence Therapy.

Education

Carnegie Mellon University

Pittsburgh, PA

Anticipated Aug 2025

Master of Human-Computer Interaction

Courses: Design of AI Products, Applied Machine Learning, Human Factors

Washington University in St. Louis

Graduated May 2024

Bachelor of Fine Arts

Communication Design Major, Minor in Computer Science

GPA: 3.97/4.00

Toolbox

HTML/CSS/JavaScript

React

Python

Figma

Illustrator

Photoshop

After Effects

InDesign

Skills

UX & UI Design

Front-End Engineering

User Research

Usability Testing

Graphic Design

Interaction Design