

Chen Liao

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WORK

- Microsoft**, Beijing, China (*Program Manager at Bing News*) 11.2015 - Current
- Hyper-relevant news for busy professionals (News Pro), including app on iOS, Android and web
 - Conversational news chat bot via Microsoft Bot Framework
 - Bing News business metrics data pipeline automation and visualization via Power BI report
 - Accessibility improvements on Bing News products including news vertical, answer, and Cortana.
 - Bing social answer, including Twitter, Reddit, and Quora.
- Audi**, Beijing, China (*Intern Human-Machine Interface Engineer*) 07.2013 - 12.2013
- LG Electronics**, Beijing, China (*Intern User Experience Engineer*) 07.2011 - 09.2011

SKILL

Build Automated Metrics Pipeline, Visualize and Set Alerts for Business Metrics in Power BI

Provide Data Insights and Make Data-Driven Decisions from Usage and Engagement Metrics for Web and App Products

- MS External: App Annie, appFigures, MixPanel, Flurry Analytics, Localytics, comScore, Minitab, SPSS
- MS Internal: Rover, Avocado, RTAtlas, Bing@Interana, Power BI, Excel

Planning, Leading, Organizing, and Controlling of Human and Other Resources to Achieve Project Goals

- Comprehensive analysis of competitor products and side-by-side scorecards
- Deep empathy of user pain points via various research approaches (interview, survey, focus group, experiment)
- Interaction design in low-fi prototypes (Balsamiq mockups, Visio, PowerPoint)
- Hi-fidelity prototypes (VB .Net, C#, JavaScript)
- Continuous improvement according to flight scorecards

Specialty: Accessibility Designs – Make everyone equally accessible to the great product

Specialty: Industrial Engineering – Experiment design and analysis, statistical quality control, modelling and simulation, logistics & supply chain management, reliability engineering, etc.

EDUCATION

RWTH-Aachen University, Germany

- M.S. in Production Systems Engineering, GPA: 1.4/1.0 03.2014 - 03.2015

Tsinghua University, China

- M.S. in Industrial Engineering, Human Factors & Ergonomics, GPA: 94/100 09.2012 - 07.2015
- B.S. in Industrial Engineering, Human Factors & Ergonomics, GPA: 90/100 09.2008 - 07.2012
- Minor in Computer Science, GPA: 91/100 09.2008 - 07.2012

Portfolio

<http://liaochen.me/portfolio>

Scholarship, Award, Contest

<http://liaochen.me/honor/>

Publication (2 SCI, 4 EI Papers, 1 Patent)

<http://goo.gl/EeE8KR>