

Catherine Gu

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SUMMARY

Enthusiastic, detail-oriented undergraduate interested in gaining experience in field research and tackling real problems in the community.

- Able to collect relevant observational data
- Able to analyze and identify important elements in collected data
- Understand good research methodology
- Works well in groups

PROFESSIONAL EXPERIENCE

FEB 2022 – PRESENT

Data Entry Associate, Fidelity Talent Source

- Accurately identified emotions in recorded customer calls through tone and content
- Annotated calls into Fidelity database
- Proactively completed trainings needed
- Maintained customer privacy and handled sensitive information
- Aided in the training of an AI project

EDUCATION

2020 – PRESENT

University of California San Diego

Junior, Cognitive Science Major w/ Specialization in Design and Interaction, 3.98 GPA

Provost Honors

Relevant Courses:

- | | |
|---|--|
| – Cognitive Perspectives | – Usability and Information Architecture |
| – Cognitive Ethnography | – Design of Everyday Things |
| – Cognitive Design Studio | – Cognitive Consequences of Technology |
| – Field Methods: Studying Cognition in the Wild | – Introduction to Research Methods |
| – Introduction to Data Science | – Introduction to Statistical Analysis |