Joyce Zhu

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Qualifications

- Experienced in web/desktop accessibility: WCAG guidelines, ARIA authoring patterns.
- **Programming Languages and Tools:** Comfortable with Typescript, LESS, HTML/CSS/JavaScript, Python, and git; previously I've worked in C, Java, bash scripting, Django, SQL, Backbone.js, Ocaml, etc...If I need to pick something up for the job, I'll learn it!

Experience

QUIP (SLACK)   SAN FRANCISCO, CA / REMOTE
Software Engineer (Staff Software Engineer)   **Summer 2017 -**

- **Accessibility TL** for past 2 years: code review and mentorship for 3-4 engineers, architecture and design doc review for accessible systems across engineering, staff accessibility help chat, reactive coding and debugging for high-touch customer issues, identifying and filing accessibility-related bugs in browsers and screen readers.
- Reduced number of VPAT (external accessibility audit) bugs found from 194 (Dec 2019) to 39 (Nov 2021), including going from no to almost full support for WCAG Reflow criteria, while simultaneously increasing testing surface area to span all in-product document editing.
- Previously: Standardized and oversaw all native all release processes, implemented numerous enterprise-related requested features (e.g. custom session expiry times), wrote lexer and parser for odd formatted text language.

edX   CAMBRIDGE, MA
Software Engineering Intern   **Summer 2016**

- Separated API endpoints from monolithic Open edX platform to independently-deployed ecommerce service and redesigned receipt page to reflect additional ecommerce features.

GOOGLE   CAMBRIDGE, MA
CodeU Program Participant   **March-August 2016**

- Implemented Redis-backed indexer, crawler, and command line-based search mechanism for a subset of Wikipedia.

PIXABILITY, INC.   BOSTON, MA
Python Software Engineering Intern   **May 2015–April 2016**

- Designed and implemented JSON-based query language for users to create query filters of arbitrary complexity when sending HTTP requests to exposed endpoints to retrieve a subset of records from a MySQL database.

UNIVERSITY OF ROCHESTER   ROCHESTER, NY
Undergraduate Research Assistant, Lab of Prof. Philip Guo   **January-December 2015**

- Wrote scripts to extract data about trends in discussions on popular MOOC forums, published paper listed below.

HARVARD UNIVERSITY, SCHOOL OF ENGINEERING AND APPLIED SCIENCES   CAMBRIDGE, MA
Programming Intern   **Summer 2014**

- Wrote bash scripts to automatize job generation and submission to a high-performance computing cluster and shell scripting crash course for scientists moderately familiar with Linux to help future researchers modify my scripts.

CASA SYSTEMS, INC.   ANDOVER, MA
Software Development Intern   **Summer 2012**

- Expanded capabilities of video streamer to stream up to 1000 simultaneous sessions for IP unicast and multicast applications.

Press

https://blog.powertofly.com/accessible-design-and-engineering   **2021**

- Feature on my team's work to build accessible testing and architecture review into the product process at Quip.

Education

UNIVERSITY OF ROCHESTER   ROCHESTER, NY
Bachelor of Science in Computer Science; Bachelor of Arts in Music   **May 2017**
- **GPA of 3.95** (out of 4.0), *magna cum laude* with highest distinction, Dean's List all semesters.

Publications

- **Joyce Zhu**, Jeremy Warner, Mitchell Gordon, Jeffery White, Renan Zanelatto, Philip J. Guo. **Toward a Domain-Specific Visual Discussion Forum for Learning Computer Programming: An Empirical Study of a Popular MOOC Forum.** *IEEE Symposium on Visual Languages and Human-Centric Computing (VL/HCC)*, Oct 2015.