

# Quin Chapman

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## PROFESSIONAL EXPERIENCE

### Mobile Software Development Engineer II, Synchrony

Oct 2022 – Present | Remote

- Developing and maintaining core front-end features and data analytics to improve user experience for the MySynchrony mobile app using Kotlin and Java
- Refining and implementing robust app architecture, API services, and complex user interfaces
- Providing mentorship to Business Leadership Program interns by sharing knowledge of best practices, standards, and experiences

### Junior Android Engineer, Synchrony

Mar 2021 – Sep 2022

- Improving application efficiency for over 45,000 users by enhancing and refactoring 40% of code base
- Collaborated closely with designers and product managers to translate design requirements into functional app features, ensuring seamless user interactions
- Implementing ADA compliant code to improve application accessibility for users utilizing screen readers

### Teaching Assistant, University of North Carolina at Charlotte

Sep 2020 – Dec 2020 | Charlotte, NC

- Mentored and oversaw 15+ first-year students and 50+ HCI students in the courses, Computing Professionals and Human-Centered Design respectively
- Planned and assessed goals, policies, and activities designed to assist and engage students in courses
- Evaluated and provided constructive feedback on semester-long design projects, assessing students' work based on design principles, usability, and user-centered approaches

### Quality Assurance Intern, iptiQ by Swiss Re

May 2020 – Aug 2020 | Armonk, NY

- Identified, developed, and implemented 80+ test plans, test cases, and test scripts in collaboration with senior test engineers
- Tested application UI to assess functionality, usability, and adherence to design and business requirements
- Created and launched a comprehensive training guide for onboarding agents, facilitating their understanding of the product and ensuring a seamless transition upon product launch

## PROJECTS

### Bellabeat Data Analysis Case Study

Jan 2023 – Feb 2023

- Leveraged R programming language to clean, transform, analyze, and visualize a dataset of 30 records on smart device usage
- Conducted in-depth analysis of non-Bellabeat smart device usage data, and provided key insights and trends, such as user behavior patterns and popular features to company's marketing analytics team

### Human-Computer Interaction Undergraduate Research

Sep 2020 – Dec 2020

- Developed and executed user research assessing visual cues and their influence on assumptions, perceptions, and future actions within a university Makerspace
- Led survey investigations for pilot and official studies where data was collected and analyzed from 21 remote participants
- Collaborated with HCI faculty to establish the research strategy and requirements

### iShare: Smart Home Management

Sep 2019 – Dec 2019

- Conducted extensive user research to understand the needs, pain points, and preferences of smart home users, resulting in valuable insights that informed the design process
- Analyzed and synthesized user research data collectively with peers, identifying common themes and patterns that guided the design decisions and improvements made to the smart home management app

## EDUCATION

### Computer Science, Human-Computer Interaction, University of North Carolina at Charlotte

Dec 2020 | Charlotte, NC

- Summa Cum Laude

## SKILLS

**Kotlin, XML, Java, HTML5/CSS3,  
R**  
*Programming*

**Android Studio, Git, Jira,  
Confluence, Google Forms,  
Google Sheets/Excel, Qualtrics,  
Figma, Axure RP, Balsamiq,  
RStudio, Invision**  
*Tools*

**Survey Design, Literature  
Reviews, Data Analysis, Data  
Collection, Recruitment,  
Experiment Design, Data  
Visualizations, Rapid  
Prototyping, Wireframing,  
Interaction Design**  
*Competencies*

## LEADERSHIP

### Webmaster/Communications Chair, Girls Who Code

Mar 2020 – Dec 2020 | Charlotte, NC

- Strengthened use of technology to establish the foundation of the organization's operations and outreach
- Actively published and promoted organization's social and educational activities, including a prototype showcase to develop a website for the university's GWC chapter
- Initiated and maintained social media and records of correspondence for 13+ members