

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
- Collaborating 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