abby chen

www.abbyrchen.com

571-235-1299

archen@andrew.cmu.edu

experience

CMU Information Systems - Teaching Assistant

August 2024 - Present

- Mentor 40+ students in mobile web design, prototyping, and user research for 67-240: Mobile Web Design and Development.
- Lead weekly office hours, providing guidance in HTML, CSS, JavaScript, design principles, and Bootstrap, improving student project outcomes.
- Grade and provided actionable feedback on over 100 assignments and group projects, improving student comprehension of front-end development concepts.

The Home Depot - Product Management Intern

May 2024 - Jul 2024

- Spearheaded collaboration with engineering teams to implement a new backend system, introducing a fraud mitigation system projected to lead to a 90-100% reduction in theft-related losses.
- Analyzed operational efficiency and security, producing a detailed report with insights that led to process improvements and enhanced system security.

CMU SEI - UX Designer

Aug 2023 - Jan 2024

- Led 10+ user interviews and research efforts to enhance the usability and clarity of XAI (Explainable Artificial Intelligence) features
- Designed interactive prototypes to optimize the information architecture and improve the user experience, reducing navigation time by 15%

projects

CMU Buggy Site Redesign - Project Manager

Sep 2023 - Dec 2023

- Managed a team of 3, overseeing end-to-end user research, design, and development for desktop and mobile apps, resulting in a 25% increase in user satisfaction scores based on feedback and 22% increase in overall traffic.

education

Carnegie Mellon University

August 2021 - May 2025

B.S in Information Systems + Human-Computer Interaction

skills

Design

Wireframing · Web design · UX research · Information architecture · Interaction design · Visual design

Technical

Python · Swift · React · SQL/NoSQL · HTML/CSS · Git · Bootstrap · C · Javascript

Tools

Figma · Illustrator · XD · InDesign · Photoshop · Microsoft Office · Google Suite · Tableau

Advanced Mandarin Chinese

extracurriculars

NCAA DIII Volleyball - Captain

Aug 2021 - Present

- Lead team members and organize meetings and travels, dedicating over 25 hours per week

coursework

- User-Centered Research + Evaluation
- Advanced Interaction Design Studio
- Designing Human-Centered Software
- Mobile Web Design + Development
- Mobile App Design + Development
- Communication Design Fundamentals
- Programming Usable Interfaces