Alison C. Tai

Contact at (914) 374-3448 | alictai@gmail.com

EDUCATION

Tufts University, Medford, MA

Bachelor of Science in Computer Science

Graduated May 2015

Cum Laude

PROFESSIONAL
EXPERIENCE

Microsoft Visual Studio Team Services

Program Manager   *August 2015 – Present | Redmond, WA*

Responsible for vision and designs for software features including improved user onboarding, in-context help and tool tips, and modernized user management for enterprise accounts. Work closely with engineers to prepare requirements, specifications, communications on, and launches of new features. Collaborate with Azure Active Directory, marketing, and user research.

- Introduced a process for maintaining an ongoing feedback loop between program managers and customers. Over 2000 pieces of customer feedback have been used to generate engineering work to improve the product.
- Delivered a modernized web acquisition experience and improved in-context tool tips which improved conversion to user in the product by 11% and engagement with recommended features by up to 20%.
- Produced strong designs through ongoing hypothesis-driven learning from customer interviews, focus groups, and usability studies.

J.P. Morgan Chase

Product Development Support   *June 2013 – August 2013 | New York City, NY*
- Developed vision presentations, scope statements, and requirements documents
- Created process and tools to measure application adoption and success
- Collected usability feedback for streamlining of the organization homepage
- Constructed wireframes enabling easier navigation and optimized mobile experience

Business Systems Analyst   *June 2012 – August 2012 | New York City, NY*
- Maintained records and updates of variances in testing and build items
- Created process for audit and legal documentation of trading systems migrations
- Prepared and executed test cases to ensure consistency of the quality of enhancements

Tufts University Department of Computer Science

Teaching Assistant   *January 2013 – December 2014 | Medford, MA*
- Tutored students in fundamental coding practices in C++ and ANSI C
- Worked with lead TAs to facilitate student learning during labs
- Graded assignments and provided feedback in accordance with established deadlines

On The Doublet Productions

Co-Founder & Stage Manager   *August 2012 – March 2013 | Somerville, MA*
- Co-founded independent theatre production company
- Responsible for scheduling, supervision, and management of rehearsals and performances
Provided practical and organizational leadership to directors, actors, designers, stage crew, and technicians throughout the theatrical production process

ENGINEERING
PROJECTS

Computer Adventures Westchester   *September 2016 – Present*

Creating a responsive marketing website with shopping cart and student data viewing capabilities, leveraging AJAX, CSS, and HTML features, for launch in May 2017.

Flow Kap   *flowkap.azurewebsites.net*

Visualization of the traffic created by students due to rapidly expanding departments at Tufts University. Leveraged d3.js, jQuery, Python, CSS, and HTML.