

# Wendy Jingyi Liu

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Vancouver, BC, Canada | wendy\_jy\_liu@hotmail.com | +1 778-237-9325 | wendyliu.ca

## Highlights

Computer Science new graduate passionate about human interaction and communication. Experience in enhancing user engagement for Microsoft's Android app through user research, prototyping and implementation.

## Education

### **B. Sc. in Computer Science and Biology | 2011 – Present | University of British Columbia**

- Anticipated graduation in May 2017.
- Related coursework: Human Computer Interaction, Algorithm Design and Analysis

## Technical Skills

- User Stories, Prototyping, Storyboarding, Usability Testing, Sketching & Ideation, Customer Journey, JavaScript, HTML5, CSS3, Axure, Eclipse, Java, C, C++, C#, SQL, MS SQL Server

## Technical Experience

### **UX & Software Development Intern | Centre for Digital Media | January 2017 – Present**

- Extending Microsoft's location-based Android app, with an interdisciplinary six-person team.
- Conducting user research to create personas, identify use cases, and capture requirements.
- Creating conceptual models to map out features at a high level, explore relationships between key objects, and inform system architecture.
- Putting the user in the center at all stages of production to create a highly intuitive experience.
- Implementing location-based notifications, location-based recommender system, and fog-of-war map completion in C#.

### **Redesign Degree Navigator | University of British Columbia | September – December 2016**

- Led four UX students to redesign UBC's degree audit system with a user-centered approach.
- Carried out user research to identify user need, use cases and design problems in the existing interface.
- Created conceptual models to communicate design at a high level, and tested them against user mental model formation.
- Designed medium-fidelity prototypes using Axure and evaluated them through usability tests.

### **map-game Project | Technische Universität Darmstadt | April – July 2016**

- Created a location-based "capture the flag" web app in ES6 with four developers using OpenStreetMap.
- Created storyboards to communicate design solutions.
- Worked extensively in Bash, using Git, Bower, and Gulp.

### **Airline Customer Service Agent | Swissport Canada | April 2014 – January 2016**

- Verified documentation for international travel and checked in passengers.
- Created and managed multichannel communication with customers, flight coordinators, airline representatives, and operations agents.

## Volunteer

### **International Service Learning | Go Global UBC | February 2012**

Promoted self-sustainability in a remote Costa Rican community, to reduce poaching of sea turtle eggs.