

Yi-Shan Tabitha Tsai

724 W 10th St., Apt. 72, Indianapolis, Indiana 46202 · 650.889.6313 · bigtq13@gmail.com · tabithatsai.com

EXPERIENCE	INDIANA UNIVERSITY Indiana, USA	August 2017 – Present
	Full Time Student	
	<ul style="list-style-type: none">• Learning interaction design methods and practice including usability testing and user research.• Acquiring the skill of visualization analysis and design with D3.js.• Assisting a Web Design class.	
	CHTG GLOBAL CORP. California, USA	July 2013 – June 2017
	Software Engineer	
	<ul style="list-style-type: none">• Designed and developed an e-commerce website and internal system with web-based .NET Framework, made the business process, from customer to billing management, systematic, paperless, consistent, and efficient, to save employees' time doing redundant work and to avoid human errors.• Liaised with vendors for system and software implementation including ERP system planning and trained end users to operate new or modified functionalities.	
	CHUNGHWA TELECOM CO., LTD. Taipei, Taiwan	April 2010 – June 2013
	Associate Researcher	
	<ul style="list-style-type: none">• Designed and developed a self-service website for residential and enterprise customers for 150 and 25 services with Responsive Web Design for desktop and mobile users, and made the online service usage increased 37% annually.• Researched user interface and user experience to help team build up applications.	
	NATIONAL TAIWAN UNIVERSITY Taipei, Taiwan	February 2009 – June 2009
	Seminar Teaching Assistant	
	<ul style="list-style-type: none">• Coordinated and hosted many various events including seminars, lectures, and forums.	
	TAIWAN INFORMATION SECURITY CENTER Taipei, Taiwan	February 2008 – July 2009
	Research Assistant	
	<ul style="list-style-type: none">• Designed methods and tools for analyzing security vulnerabilities in Web applications.	

EDUCATION	INDIANA UNIVERSITY Indiana, USA	August 2017 – Present
	Master of Human Computer Interaction	
	NATIONAL TAIWAN UNIVERSITY Taipei, Taiwan	August 2007 - June 2009
	Master of Information Management	

PUBLICATION	• “A Study of Enterprise Customer Self-Service,” TL Technical Journal, Taipei, Taiwan, 2013.
	• “A Study of Methods and Tools for Analyzing Security Vulnerabilities in Web Applications,” Master Thesis Advisor: Prof. Yih-Kuen Tsay, National Taiwan University, Taipei, Taiwan, 2009.

SKILL	• Usability Testing and User Research.
	• C#, VB, HTML, CSS, JavaScript, JQuery, D3.js, Python, and SQL Server.