BRITNEY LU

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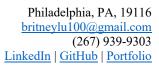
EDUCATION

University of Pittsburgh | School of Computing and Information | Kessler Scholar Pittsburgh, PA
Bachelor of Science in Computer Science | Minor in Economics | GPA: 3.5 Anticipated Graduation: April 2027

RELEVANT EXPERIENCE

AAA Club Alliance Wilmington, DE
Information Technology Intern, Systems Development June 2025 – August 2025
- Analyze and document the technical architecture of multiple Digital Roadside Request (DRR) channels, identifying capability gaps and integration points across systems (phone, website, mobile app, IVR, SMS)
- Design UI mockups and end-to-end workflows for a new DRR interface using prototyping tools, emphasizing consistency, usability, and system interoperability
- Collaborate with Salesforce Engineering, Digital Product, Systems Development, and Omni Channel teams to align product features with technical feasibility and business priorities
- Deliver a functional prototype and technical roadmap to senior IT leadership, incorporating feedback from security, infrastructure, and application architecture reviews

University of Pittsburgh Learning Research & Development Center Pittsburgh, PA
Undergraduate Research Assistant September 2024 – Present
- Design an app to empower teachers in assessing how students interpret and make meaning of their learning experiences
- Lead the UX/UI design efforts, employing human-centered design methodologies to create an intuitive interface for educators and students
- Collaborate with a cross-functional team of designers and developers, driving the execution of the app's key features based on user feedback and educational needs

PROJECT EXPERIENCE

Smart Scholar Savings – SheInnovates Hackathon Pittsburgh, PA
Participant & Team Member January 2024
- Conceptualized, designed, and developed a comprehensive financial budgeting app from ideation to execution
- Provided a practical solution for college students to budget effectively and develop solid financial habits
- Integrated the Java back end with the Figma-designed front end, creating a fully functional and cohesive app that delivers a smooth and integrated user experience

Illuminating Pittsburgh's Best Neighborhood Pittsburgh, PA
GitHub Collaborator & Project Team Member December 2023
- Conducted a comprehensive analysis of Pittsburgh neighborhoods
- Leveraged Python, Jupyter, and GitHub to analyze data, constructing a compelling narrative in a Jupyter notebook
- Cooperated with a project team to apply data science skills, culminating in a detailed GitHub repository showcasing a data-driven argument for identifying the best neighborhood in Pittsburgh

VOLUNTEER EXPERIENCE

Vintage Inc. Pittsburgh, PA
Technology Tutor January 2024 – April 2024
- Collaborated with a comprehensive senior tech support program, contributing to the implementation of a holistic approach to digital literacy within a community center setting.
- Led personalized technology assistance to seniors, fostering confidence and independence in navigating devices, computers, and internet connectivity.

TECHNICAL SKILLS

- **Frameworks and Tools:** Microsoft Office Suite | Mac OS X | Visual Studio Code | GitHub | Figma
- **Programming Languages:** Java | Python | HTML/CSS | C | MIPS Assembly Language