Carleen Thio

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Overview

An excellent and supportive team player that conducted user research and usability testing in two projects to develop a solution to real-world problems. Volunteered for the City of Toronto's committee advisor and animal service, requiring minimal supervision and developing good communication skills.

Education

- **University of Toronto** — Toronto, ON
  Honours Bachelor of Science, Cognitive Science and Linguistic — *2019*
  - With a focus on Computational Cognition

Design & Programming Skills

Axure	InVision	Adobe XD
HTML	CSS	ReactJs
Javascript	Python	LaTeX
Git	Github	Xcode
Scrum	Agile	Prototyping

Programming & Design Experience

- **Content Writer** — Remote work, Finland
  Typing Master — *Jan. 2020 - now*
  - Produce over 50 well-researched, family-friendly facts for the Type Rush game, which was utilized by them to improve children' typing skills.
  - Edited over 200 past facts for accuracy and truth, and reduced the number of characters to stay within the prescribed limit to ensure a smooth user experience for Type Rush.
  - Designing 10 carefully written sentences, which contains all the alphabets at least once, for Typing Test to help analyse a user's typing skill.

- **UX Researcher & Designer [Axure RP]** — University of Toronto
  Project: FÜDGER for Design of Interactive Media — *Jan. 2019 - Apr. 2019*
  - Developed and performed a detailed field study research on participant's grocery shopping habits to narrow down the food waste problem space.
  - Conducted usability testing using a low-fidelity paper prototype to evaluate usability issues, which resulted in a redesign of features like the search button on the inventory page, which was not visible enough to users
  - Reiterated high-fidelity prototype design after a few round of usability testing to understand user pain points, which created a friendlier user experience.

- **Researcher** — University of Toronto
  Project: Language Learning for Cognitive Science in Practice — *Jan. 2019 - Apr. 2019*
  - Identified a linguistic problem involving a complex cognitive processes with a team in order to find a better solution for society, which resulted in helping language learners improve.
  - Designed a more efficient language learning style for different levels of proficiency by conducting user research consisting of field research, interviews, and secondary research, creating an improved learning method.

- **Web Designer [HTML, CSS]**   Engineers Without Borders
  Global Engineering Week   *Dec. 2017 - Jan. 2018*
    - Redesigned their web page for the event to look more cohesive and appealing, which resulted in a simpler look and consistent colour scheme.
    - Ensured functionality and information completeness before release by reading and testing the website, which resulted in findings such as the logo not returning users to the homepage.

- **Software Developer [Java]**   University of Toronto
  Project: Warehouse Simulator for Software Design   *Winter 2017*
    - Collaborated with the team to develop a warehouse simulator and barcode scanner that provides tracking and updated status of the workers, inventory and facility to increase efficiency.
    - Wrote extensive JUnit tests for the classes and majority of the code documentations to ensure all the codes are running correctly.

- **Software Developer[Java]**   University of Toronto
  Project: Photo Tagger for Software Design   *Fall 2017*
    - Conceptualized an application that allows user to select and rename photos in their operating system, allowing it to be searched outside of the application by adding tags to the photos.
    - Developed the structural design of the user interface using composite and facade design pattern to encapsulate the complex parts of the application.

- **Design & Technology Advisor**   City of Toronto
  Youth Design & Technology Committee   *Feb. 2017 - Nov. 2017*
    - Conducted qualitative research as the City of Toronto's Youth Design & Technology Advisory Committee to identify gaps and provide improvements in the citys community centre, which resulted in a short-term learning program.

Other Experiences

- **Work Assistant**   Toronto, ON
  Innis Café   *Sept. 2018 - Apr. 2019*
    - Created a seamless experience for customers by aiding daily activities such as taking orders, prepping food alongside the kitchen staff during rush hour, and ensuring coffee is always available, which reduces the number of customers waiting around the coffee section.
    - Helped deliver food and prepare events, and ensured a smooth process throughout the event.
    - Prepared invoices to be sent out to large order customers.

- **Adoption Coordinator**   Toronto Animal Service
  Toronto Animal Shelter   *Sep. 2016 - Feb. 2019*
    - Created a smooth adoption process by facilitating the screening process and understanding the adopter's situation to suggest suitable cats for them.
    - Provided close attention and care for the cats' health, while being alert for signs of sickness, resulting in quick response from the Toronto Animal Service to provide appropriate care for the cat and reducing the spread of illness to the other cats.

- **Event Liaison**   University of Toronto
  Science Rendezvous   *May 2018, May 2017*
    - Promoted the linguistic department by overseeing several booths, which included explaining the nature of the language Inuktitut.
    - Explained the concept and potential use of virtual reality to attendants by preparing the device and guiding them through it.