cl / Lisa Leung

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Education

Carnegie Mellon University, Bachelor of Science in Information Systems | GPA 3.37/4.00 — May 2023
Pursuing: Human-Computer Interaction (major), Impacts of Future Technologies (minor), IDeATe Media Design (minor).
Certifications: AWS Certified Cloud Practitioner (August 2021).
Relevant Coursework: Intelligent Agents, Consulting, Data Structures, Team Dynamics, Usable Privacy, Databases.

Skills

Languages: Python, Java, HTML, CSS, Javascript, jQuery, Git, Ruby, Ruby on Rails, SQL, Pandas, XML, MongoDB, UML.
Tools: Figma, Adobe XD, Jira, Miro, Trello, Jupyter Notebook, Amazon QuickSight Q, Qualtrics, Altair.
Research: Generative Research, Interviews, Thematic Encoding, Surveys, Usability Testing, Think-Aloud.
UI/UX: User-Centered Design, Wireframing, Prototyping, Storyboarding, Personas, Service Blueprints, Design Systems.

Product Leadership Experience

Product Manager and Principal Designer — November 2021 — February 2022
Menon Fellowship - Learning Equality, Kolibri Studio Platform—501(c)3 Non-Profit — *Remote*
- Designed a table filtering feature for a nonprofit with prior user research and systemic constraints to improve discovery of open source educational resources for teachers in over 200 countries.
- Coordinated an open working environment for a team of 4 developers by hosting work sessions, workshops, retrospectives, and meetings with industry developers to enhance project and career development.

Product Manager and Consultant — March — April 2020
Citizens Against Physical, Sexual, and Emotional Abuse (CAPSEA) Inc.—501(c)3 Non-Profit — *Pittsburgh, PA*
- Delivered a technology recommendation document and training plan by conducting 8 stakeholder interviews, modeling data communication in CAPSEA, and conducting market research to improve the organization's data integrity and usage.

Product Execution Experience

Innovation Development Program Analyst — June - August 2022
JPMorgan Chase & Co. - Internal Product Team — *New York, NY*
- Presented insights and recommendations on data accuracy issues by collaborating with data, design, technology, and product teams to improve user adoption and data quality for over 500 users.

Technical Writing Intern — June — August 2021
Amazon Web Services (AWS) - QuickSight Documentation Team — *Seattle, WA*
- Produced walkthrough documentation for Amazon QuickSight Q in XML by creating a sample relational database with 75k rows of sample data to showcase key functions of the feature, now integrated into public documentation.

Volunteer Designer and Developer — April — June 2021
re:Bloom - Royally Fit — *Pittsburgh, PA*
- Improved website performance by 30% and improved conversion rate by 12% by redesigning and redeveloping a website in Shopify for Royally Fit, a small business in the city of Pittsburgh.
- Delivered a marketing strategy with long-tail search engine optimization (SEO) keywords, and a new design system and logo to communicate the company's dedication to their local community.

Mentorship Experience

Information Systems (IS) Student Ambassador — April 2021— Present
Carnegie Mellon University - Information Systems (IS) Department — *Pittsburgh, PA*
- Ushered in community-building initiatives to over 100 Information Systems students by collaborating with academic advisors and surveys to bring students together and provide networking and mentorship opportunities.

Teaching Assistant — January — May 2022
Carnegie Mellon University - Design of AI Products and Services - Graduate Course — *Pittsburgh, PA*
- Facilitated inclusive and diverse teams by creating 36 different teams for 60 students, providing constructive and actionable feedback, and guiding teams to create product-service designs that accounted for business, technology, and design needs to improve student learning and post-course outcomes.