xcrystal.kwokx@gmail.com       http://crystalkwok.github.io
626.888.9821                   linkedin.com/in/crystalkwok

# CRYSTAL KWOK
user experience design & research

## *experience*

### CaseStack
UX/UI Designer & Product Owner                 Aug 2015 - Pres

Define product strategy from business and users for supply chain & logistics. Communicate to engineers via wireframes, prototypes, front-end code, and user flows in an Agile environment. Improve business efficiency and safeguard margins by researching and observing users to design experiences that facilitate users' work patterns, flows, and goals.

### Design Lab   Don Norman, Scott Klemmer, Jim Hollan, Catherine Hicks
### Perception and Cognition Lab   John Serences
Research Assistant                             Mar 2014 - Jun 2015

Assist with research and present a poster on improving online learning and peer feedback through context scaffolding using design and qualitative research methods with the lab, PeerStudio (Stanford), and Oppia (Google affiliates). Study effects of attention on visual perceptual learning through assisting behavioral, eyetracking, and EEG studies.

### Learning Equality
UX Design Intern                               Jan 2015 - Jun 2015

Conduct user research, wireframe, and prototype the new experience for content curation to allow teachers to provide offline education for third world countries.

### UCSD Psychology, Cognitive Science Dept
Instructional Assistant                        Sep 2014 - Jun 2015

On the teaching staff for: Cognitive Psychology, assisting with review sessions and office hours for 200+ students; Jim Hollan's Cognitive Design Studio, mentoring 20+ students and overseeing 5+ projects focusing on qualitative user research and design.

## *activities*

### LIFE Christian Fellowship
Small Group Leader & A/V Technician            Aug 2012 - Jun 2015

Lead and organize community & women's ministry events (40+ people), and facilitate small group discussions. Assist the Audio Visual Team with slideshows and sound checks. Tutor local and refugee children in the local community.

## *education*

### University of California, San Diego
### University of Melbourne, Australia
B.S. Psychology (Cognitive & Social)
Minor in Computer Science
Relevant coursework in Human-Computer Interaction

## *skills*

### Design & Research
User Interviews & Research, Human-Centered Design, Wireframing, Prototyping, User Flows, Adobe Creative Suite, Axure, InvisionApp, Sound Checks

### Programming
Java , C , C++ , Linux, GVIM, Git, GDB, HTML, CSS , Javascript, JQuery, AngularJS

## *select projects*
*(view website portfolio for more)*

### MustAske.com          Apr 2015 - Pres
user researcher, ux/ui designer, front-end developer

Research, design, and create a web application that facilitates live question-asking and voting for questions for better communication between students and professors.

### Timeline          Aug 2014 - Dec 2014
ux/ui designer & researcher

Conduct user research and design the experience and interface of a working mobile app to view personal events based on importance in a vertical timeline view.  Study time and information visualization in Cognitive Science research field.