Huệ Lynn Pearl Watson
UX Developer & User Researcher

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EDUCATION

Georgia Institute of Technology, Atlanta, GA
   Master of Science May 2019
   Human Computer Interaction

Indiana University, Bloomington, IN

   Bachelor of Arts December 2014

   Majors: East Asian Languages and Cultures

            Political Science
   Minor: Computer Science

WORK EXPERIENCE

Omnitracs Roadnet Technologies   Nov '15 – May '17
Customer Service Associate
- Realized the importance of UX design while helping users troubleshoot issues they had with software for fleet management and telematics including Roadnet Transportation Suite and Roadnet Anywhere
- Played an instrumental role in helping the Customer Service team achieve a 4.8 out of 5 in customer satisfaction
- Project leader for the newsletter 'Roadnet Review,' allowing the company to connect to customers and address their concerns directly

IU STEM Initiative   Feb '15 – May '15
Assistant to Jack Schmit
- Helped prepare the funded ($1.66M) IU-MSI Initiative Office of Naval Research (ONR) grant that serves to increase the number of graduates in STEM disciplines as well as increase collaboration with faculty and students from minority serving institutions in STEM fields

SELECTED PROJECTS

Infograin   Aug '17 – Dec '17
Researcher and designer
- Designed for students with dietary restrictions to help them make informed meal decisions when eating out
- Utilized observations, interviews, and surveys to inform app design
- Created hi-fidelity prototypes to conduct user evaluations

ZipFit   Aug '17 – Dec '17
Project manager, researcher and designer
- Designed for retail customers to help improve their shopping and fitting room experiences by making it faster, more convenient and efficient
- Utilized observations, interviews, and surveys to inform app design
- Created hi-fidelity prototypes to conduct user evaluations

HOBBIES

- In my free time, I like to play piano, practice dancing, taking care of my two (subjectively) adorable dogs, cooking delicious food and staying healthy!

SKILLS
Design Tools:
   Photoshop
   Sketch
   InVision

Programming:
   Python
   Processing
   Java
   HTML & CSS

Research & Analysis:
   Observations
   Interviews
   Contextual Interviews
   Surveys
   Focus Groups
   Affinity Mapping
   Storyboarding
   Journey Maps
   Personas
   Wireframing
   Usability Testing

Languages:
   Japanese – elementary
   Korean – elementary

TEACHING EXPERIENCE at IU
Practical English Tutorials Program
Fall '13 – Spring '14
- Tutored international students in English
- Coordinated workshop on American slang and culture

Intensive English Program
Fall '13
- Tutored three Japanese students in conversational English

ACHIEVEMENTS
Sungkyunkwan University
Seoul, South Korea
Summer '12
- Full scholarship

Indiana University
Bloomington, IN
Spring '13
- Dean's List