Jackie Chan

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EDUCATION

University of Illinois at Urbana-Champaign — Urbana, IL
- *Ph.D. in Computer Science; Advisor: Dr. Eshwar Chandrasekharan* — *Sep. 2020 – Jun. 2026 (Expected)*
  Research Interests: Social Computing, Computers & Education

Carleton College — Northfield, MN
- *B.A. in Computer Science & Mathematics; Cum Laude* — *Sep. 2016 – Jun. 2020*

TEACHING

- **CS 125: Introduction to Computer Science** — Urbana, IL
  Teaching Assistant; Instructor: Dr. Geoffrey Werner Challen — *Aug. 2020 – Present*
  - Provides weekly office hours, instructs review sessions, proctors weekly quizzes, and moderates an active course forum for over ∼1,000 students in Fall '20 and ∼500 students in Spring '21.
  - Responsible for content production and co-instructor for CS 199: Even More Practice (EMP) that builds on the content from the course.

EXPERIENCE

- **Thomson Reuters** — Eagan, MN
  Site Reliability Engineering Intern — *Jun. 2019 – Nov. 2019*
  - Maintained and developed an internal, single-page web application using Aurelia, TypeScript, Express, and MariaDB.
- **Carleton College Computer Science Department** — Northfield, MN
  Research Assistant; Advisor: Dr. Amy Csizmar Dalal — *Mar. 2018 – Sep. 2019*
  - Conducted and analyzed surveys and interviews concerning home network troubleshooting and maintenance.
  - Published studies regarding methods of understanding mental models that non-technical users have on their home networks.

PROJECTS

- **Exploring Wikipedia's Response to the 2019–2020 Hong Kong Protests** — Northfield, MN
  Research/Developer; Advisor: Dr. Sneha Narayan — *Jan. 2020 – Jun. 2020*
  - Observed the documentation patterns on Wikipedia articles related to the 2019–2020 Hong Kong protests to expose the underlying dynamics of collective memory and collaborative documentation in social computing systems.
- **Guiding Mathematical Discovery with Middle School Students** — Northfield, MN
  Researcher/Instructor; Advisor: Dr. Deanna Haunsperger — *Sep. 2019 – Jun. 2020*
  - Constructed and ran weekly sessions with sixth graders to explore advanced mathematical topics, e.g. combinatorics, graph theory, topology, from a rediscovery-based approach.

PUBLICATIONS

- Amy Csizmar Dalal, **Jackie Chan**, and Kirby Mitchell. 2019. A Preliminary Study of the Role of Language in Home Network Troubleshooting. In *Extended Abstracts of the 2019 CHI Conference on Human Factors in Computing Systems (CHI '19)*. DOI: https://doi.org/10.1145/3287324.3293716

- **Jackie Chan**, Kirby Mitchell. 2019. Understanding the Usage and Familiarity of Home Network Terminology Using Open Card Sorting Analysis. In *SIGCSE '19: Proceedings of the 50th ACM Technical Symposium on Computer Science Education*. DOI: https://doi.org/10.1145/3287324.3293716

Honors & Awards

- **Outstanding Assistant Teaching Award** — Urbana, IL
  University of Illinois at Urbana-Champaign, Department of Computer Science — *Summer 2021*

- **Page Scholar** — Minneapolis, MN
  Page Education Foundation — *2016 – 2020*

Technical Skills

- **Programming Languages:** Python, Java, JavaScript, C/C++

- **Technologies:** LaTeX, Jupyter Notebook