Jackie Chan

184 East 95th Street Circle
Bloomington, MN 55420

jackiec3@illinois.edu
+1-952-992-0564

EDUCATION

University of Illinois 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

TECHNICAL SKILLS

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

- **Technologies:** LaTeX, Jupyter Notebook