

J.W. Tsu

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CORE COMPETENCIES

- User Experience design
- Procedural design and analysis
- Multi-functional team collaboration
- Web Development: HTML, CSS, JavaScript
- Preprocessors: HAML, Jade, Sass
- Frameworks: Node.js, jQuery

EDUCATION

Stanford University, Stanford, CA Sept. 2007 – June 2011
B.A. in Linguistics | Junior Honors Thesis: “Examining the Effect of Irregular Stress Patterns in Automatic Speech Recognition Performance” | Tailored curriculum included linguistics, psychology, computer science and French

Stanford-in-Paris Study Abroad Program, Paris, France Winter 2009, Autumn 2010
Focused on language, phonetics, art history and literature.

CodeFellows, Seattle, WA May 2014 – June 2014
Front End UX Design & Development Accelerator | 8-week intensive course on HTML, CSS and JavaScript, emphasizing current industry trends and the trajectory of HTML5 and web development

WORK EXPERIENCE

Voice User Interface Designer, Nuance Communications, Inc., Sunnyvale, CA Aug. 2012 – Feb. 2014

- Collaborate with clients to determine requirements for high volume Interactive Voice Response apps
- Create and revise designs to ensure positive user interactions and meet business needs of clients
- Analyze application reporting logs in order to refine dialogues and processes

Technical Support Representative, Box, Inc., Los Altos, CA Oct. 2011 – July 2012

- Fielded and resolved customer inquiries and issues about Box products via phone and email (~30/day)
- Met or exceeded 87% customer satisfaction goals and four hour response time requirement
- Work with Engineering to identify, track and fix customer-facing issues in a timely, transparent manner

WiFi Systems Auditor, Cisco Meraki, Inc., San Francisco, CA June 2011 – Aug. 2011

- Documented and analyzed WiFi installations, ensuring that systems complied with contractual standards
- Provided technical support, troubleshooting issues on-site and escalating when necessary

Research Assistant, Stanford Linguistics Department Summer 2010, Spring 2011

- Assisted in designing, assembling, and running experiments in a laboratory environment
- Performed statistical analyses on large data sets using Microsoft Excel and R

Supervisor, Stanford Intramural Sports Oct. 2007 – June 2011

- Maintained and organized paperwork and results for 13 sports, 1200 teams, and 7000 participants
- Created and reorganized seasonal schedules, requiring flexibility and problem solving skills

LEADERSHIP EXPERIENCE

Field Graphics Manager, Stanford Band Mar. 2009 – Dec. 2009

- Coordinated creative process of brainstorming topics, writing of scripts and drafting formations for the pregame and halftime shows at football games, meeting frequent and aggressive deadlines
- Met and worked with a review board of administrators through an editorial process to approve the script
- Directed and managed 120 people in rehearsals and performance of the shows