JENN CHAN

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PROJECTS & EXPERIENCES

SOFTWARE ENGINEER   Dec 2017 – Present
Outreach – Seattle, WA
- Decrease 90th percentile user onboarding time to less than a week from over a month
- Improve user's awareness for failed mailings
- Modernize activity feed to match current design trends and improve information clarity
- Triage issues during on call rotation during work and off hours
- Lead the effort to establish an internship program
- Work with cross functional teams (designers, technical support engineer and customer success managers) to understand user goals and needs

SOFTWARE ENGINEER & INTERFACE DESIGNER   Apr 2016 – Nov 2017
The Boeing Company: Boeing Global Services Analytics – Tukwila, WA
- Developed web application to aggregate analytics data using Angular 2
- Designed web interface to visualize aircraft data
- Validated feature design by conducting user interviews

SOFTWARE ENGINEER   Aug 2014 – Apr 2016
The Boeing Company: Aviation Services Integration Center – Tukwila, WA
- Developed simulation software for airline operations in C++
- Prototyped a mobile single page application with Node.js to demonstrate to airline customers at a fleet conference
- Designed and implemented web UI to display real-time generated data
- Led team in agile development process as Scrum Master

SOFTWARE INTERN   Summer 2013
General Electric Aviation Systems – Grand Rapids, MI
- Developed software for the KC-46 aircraft in C++
- Worked in IBM Rational DOORS and with DXL scripts

UNDERGRADUATE RESEARCHER   Mar 2013 – May 2013
RPI Computer Science Department – Troy, NY
- Parsed web pages for Jeopardy! questions using Python
- Wrote database from the gathered information using SQLite

COMPUTER SCIENCE I LAB TEACHING ASSISTANT   Feb 2012 – May 2012
RPI Computer Science Department – Troy, NY
- Helped students work out basic algorithms
- Assisted students with programming issues in C++

LANGUAGES   React, Javascript (ES6, Typescript, jQuery), HTML, CSS, Angular 2/4, C++, Python, SQL

ENVIRONMENTS Visual Studio, Git (GitHub and GitLab), RubyMine, Balsamiq, Sketch, JIRA

EDUCATION   University of Washington, 2020 – Seattle, WA
Master of Science: Human Centered Design & Engineering

University of Washington, Spring 2016 – Seattle, WA
User-Centered Design Certificate

Rensselaer Polytechnic Institute, Class of 2014 – Troy, NY
Bachelor of Science: Computer Science | Cum Laude