

# JENN CHAN

UX Designer/Researcher + Software Developer  
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## EDUCATION

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

## PROJECTS & EXPERIENCES

### SOFTWARE DEVELOPER

Apr 2016 – Present

The Boeing Company: Boeing Commercial Airplane Analytics – Tukwila, WA

- Develop web application to aggregate analytics data using Angular 2
- Design web interface to visualize aircraft data
- Validate feature design by conducting user interviews

### STUDENT UX RESEARCHER

Sept 2015 – Jun 2016

University of Washington – Seattle, WA

- Surveyed university students on their emailing and project collaboration behavior
- Designed screener survey and recruited students on campus
- Designed usability study and tested the Outlook mobile application with students
- Investigated the needs of pet owners aged 60+ using these methodologies: surveys, interviews, and guided tours of senior homes
- Prototyped a service to help seniors address their pet needs based on user research data

### SOFTWARE DEVELOPER

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++

### VICE PRESIDENT & CO-FOUNDER

Nov 2012 - May 2014

RPI Computing Club - Troy, NY

- Organized club activities and reached out to technology companies to bring in speakers
- Wrote proposal for club founding

## LANGUAGES

Javascript (Typescript, jQuery, Bootstrap, Material Design Lite), HTML, CSS, Angular 2, C++, Python, SQL

## ENVIRONMENTS

Visual Studio, Git (GitHub and GitLab), Photoshop, Balsamiq, JIRA