LUCY JIANG

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education

University of Michigan '21
M.S. in Information, Human-Computer Interaction

Pomona College '19
B.A. in Economics, Minor in Psychology - GPA 3.5

University of Melbourne
Study Abroad | Fall 2017

skills

Software
Photoshop, Lightroom, Premiere Pro, STATA, SPSS, Atlas.ti, C++, HTML/CSS, and Python

User Testing
Paper prototyping, interviewing, journey mapping, creating personas, storyboarding, and the human-centered design process

awards and honors

Co-Captain, Pomona-Pitzer Women's Tennis Team (2018-2019)

Co-Curricular Learning Certificate, Arcadia University (2017)

Segal AmeriCorps Education Award, Jumpstart (2016, 2017)

work and research experience

Graduate Research Assistant, University of Michigan
AUG 2019 – PRESENT | Ann Arbor, MI
Assisting data analysis for a research paper titled "Motivating Contributions to Public Information Goods: A Personalized Field Experiment on Wikipedia."

Research Fellow, Zhi-Xing University Student Leaders Academy
JUL – AUG 2019 | Beijing, China
Traveled to 5 cities to conduct research activities and interviews on 'A Comparison Analysis of Smart Cities in the US and China' and presented to 100 people.

Applied Research Intern, Prosperity Now
JUN 2018 – AUG 2018 | Washington, D.C.
Provided support to three human-centered design projects focused on developing innovations in debt and savings for low- and moderate-income communities.

Research Assistant, University of Michigan
JUN 2016 – AUG 2016 | Ann Arbor, MI
Assisted in analyzing quantitative data in a molecular biology lab and independently ran experiments testing different parts of SOX9CT.

projects

SYPartners (SYP) on Starbuck's as a Third Place
FALL 2018
Followed through the human-centered design process, including multiple iterations of prototyping and user testing to create physical prototypes of an interactive social app similar to Tinder, except there is an emphasis on personality/interests first rather than appearance as a tool that might be able to resist, mitigate, or foster discussion around bias.

CHERP: Encouraging Solar Panel Uptake
FALL 2018
Created a low-fi physical prototype of a solar-powered ice cream truck based on user interviews from low-to-moderate income (LMI) households, for the purpose of developing trusting relationships with them to sign up for CHERP's solar energy program.

Grooming Experience Redesign
FALL 2018
Empathized, immersed, and observed extreme users in their personal grooming process, interviewing multiple people to define their needs, ideated solutions that would improve their grooming experience, and created 3 paper prototypes to test.