Chih-Jung Chen

UX Researcher/Web Developer

Contact

314-665-6799

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Education

Rochester Institute of Technology
Master of Science
Human-Computer Interaction
Web Development Advanced
Certificate

Washington University
St. Louis, Missouri
Completion of WUSTL-ALLEX
Chinese Teacher Training

National Chengchi University
Taipei, Taiwan
Bachelor of Arts in Economics

Skills

HTML, CSS,
JavaScript, jQuery, AJAX,
C#, JAVA, Python, SQL,
Figma
Articulate Storyline

Websites

chih-jung-chen.netlify.app
LinkedIn

Projects

Website Design • RIT Human Subjects Research Office • 2021
- Redesigned RIT Human Subjects Research Office's website with user-centered design process.
- Improved user's tasks completion rate by developing a new information structure and clear visual hierarchy.

Mobile App Design • MyMedicalJournal • 2020
- Designed MyMedicalJournal with user-centered design process.
- Collected and analyzed data by interviews and affinity diagrams to create user personas and prototypes.

Usability Testing • Wegmans Curbside Pickup & Delivery App • 2020
- Generated a heuristic evaluation and design suggestion report on Wegmans mobile app.
- Designed realistic testing scenarios and conducted online usability testing with Wegmans customers.

Work Experiences

Sep 2021 – Present
Consultant • Allegheny College • Meadville, PA
- Improved the accessibility of digital educational materials, which won praise from professors in Asian language pedagogy.

Oct 2019 – Sep 2021
Global Student Coordinator • RIT Global • Rochester, NY
- Coordinated in-person/online events for global scholars and achieved 100% satisfaction rate on post-event surveys.

Aug 2017 – Jun 2019
Instructor of Chinese • Allegheny College • Meadville, PA
- Taught and designed language and cultural courses that received awards inside and outside the college.

Honors and Awards

- Digital Humanities Advancement Grants from National Endowment for the Humanities (2021)
- Edward David, Class of 1961, Faculty Support Fund (2019)
- Demmler Awards for Teaching Innovation (2018)
- Winner of 2017 ALLEX Scholarship (Alliance for Language Learning and Educational Exchange)