

Karen Ma

karenma.me | karenma333@gmail.com | (925)-297-9761 | [linkedin.com/in/karenma333](https://www.linkedin.com/in/karenma333)

EDUCATION

University of California, San Diego

BS Cognitive Science (Human Computer Interaction)

Minor: Computer Science

Expected Graduation: March 2018

EXPERIENCE

Research Assistant (Design Lab - Citizen Sourcing)

Jan 2017-June 2017

A research initiative looking at how technology can improve civic engagement under the scope of mobility challenges in San Diego.

- Contributed to secondary research by reading existing literature on solutions and their shortcomings
- Conducted interviews with stakeholders in current mobility projects in Downtown San Diego as well as with leaders of civic engagement workshops in San Diego
- Mentored student groups with their own attempts at solving mobility challenges to observe potential features needed for a technology solution to engagement
- Initiated usability testing and user experience testing of copy, visuals and website

PROJECTS

Tripsy (Interaction Design Startup Class Project)

A desktop and mobile application solving the problem of itinerary creation for travel planning.

- Created branding options and used A/B testing to test audience appeal and interest
- Refined idea with user interviews using paper prototypes, sample storyboards, and service enactments
- Pitched our idea at a poster session with the use of a mobile and desktop prototype created using Adobe XD

Eventory (Software Engineering Class Project)

An Android Application which allows users to explore events near them as well as create events for others to view.

- Acted as deputy (second-in-charge) —overseeing project and coordinating teamwork, establishing priorities and design decisions
- Guided programming efforts by creating use cases, user stories and preliminary user flow wireframes
- Contributed to front-end coding in Android Studio with Java

UCPOOL (Interaction Design Studio Class Project)

An online web application focused on front end interaction design. Working in three person teams, we created a solution to finding rides to events by carpooling.

- Examined parallel designs with A/B Testing with Google Analytics
- Contributed to front-end implementation with HTML/CSS and jquery
- Iterated on design from paper prototypes to high fidelity prototypes.

SKILLS

Design

User Research, Interviews, Ethnographic Observations, Persona Creation, Concept Development, Rapid Prototyping, User Testing, Design Pitches
Software: Axure, proto.IO, Adobe XD, Figma, Sketch, Adobe CC

Computer
Science

Java, Python, C, C++, Processing, vi Editor, XCode, Swift, Unix
HTML5/CSS, Javascript

ACTIVITIES

Cognitive Science Instructional Assistant
Alpha Phi Omega(Service Fraternity) - Pledge Guardian Chair
Design for America(UCSD) - Studio Member
Foundation for Learning Equality - Telepresence Robot Intern

April-June 2017
July 2017-now
Jan-Mar 2016
Sept-Dec 2015