

Chia Sheng (Louis) Chen

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EXPERIENCE

Medical Scribe

Mayview Community Health Center

September 2021 - May 2023, Palo Alto, CA

- Recorded patient medical histories, physical examinations, and treatment plans.
- Facilitated physician-patient interactions by documenting patient concerns, answering questions, and providing supports during medical visits.
- Managed multiple patient records simultaneously, optimizing workflow efficiency in a fast-paced environment.
- Collaborated closely with team members to improve quality of care.
- Trained and mentored new scribes.
- Understanding needs and concerns of patients and empathize with them.

Dental Assistant

Dr. Serena Hu's Dental Office

June 2017 - July 2021, Mountain View, CA

- Collaborated with dentists and office staffs to give the best patient care.
- Strong technical proficiency to learn new software and equipment.
- Manage multiple tasks and appointments to not delay patient care.
- Demonstrate an empathetic approach in understanding patient needs.

Research Assistant

University of the Pacific

August 2023 - March 2019, Stockton, CA

- Analyzing scientific journals and conducting experiments alongside my professor to compile data for the end of the year presentation.
- Assisted in the development and execution of research projects, including designing experiments and data collection.
- Contributed to writing research proposals and studies.
- In the last year, I took on a leadership role, guiding less experienced students in our lab.

EDUCATION

Certification for UX/UI Design

University of California, Berkeley Extension • Berkeley, CA • 2023

DMD

Henry Goldman School of Dentistry • Boston, MA • 2020-2021

M.S. in Oral Health Science

Boston University • Boston, MA • 2020

B.S. in Biological Science

University of the Pacific • Stockton, CA • 2019

VOLUNTEER

Mayview Community Health Center

- Volunteer at the COVID clinic during the pandemic to help patients receive their vaccines.

NCEFT

- Assisted in hippotherapy sessions for individuals with physical or cognitive challenges.
- Provide emotional support and encouragements to the patients and their families.
- Facilitated communication between therapists and patients.

SKILLS

UX research, user interview, UI prototyping, user personas, competitive analysis, A/B testing, usability testing, affinity diagrams, heuristic evaluation, ideation, card sorting, sitemap design, user flow, wireframes, HTML, CSS, basics in JS and photoshop, Figma, FigJam, GitHub

LANGUAGE

- Proficient in English and Mandarin Chinese