

EDUCATION

**Master's degree,
Human-Computer Interaction**
Carnegie Mellon University,
2014

**B.A., Interdisciplinary
Computing and the Arts
– Visual Arts**
University of California at
San Diego, 2011

COURSEWORK

- User-Centered Research and Evaluation
- Interaction Design Studio
- Designing for Service
- Mobile Service Innovation
- Programming Usable Interfaces
- Human Factors
- Social Web

SKILLS

Languages

- English
- Mandarin Chinese

Software

- Photoshop
- Illustrator
- InDesign
- Axure
- Balsamiq
- Dreamweaver
- FlashBuilder
- After Effects
- Microsoft Office

Methods

- Contextual Inquiry
- Personas
- Storyboarding
- Competitive Analysis
- Heuristic Evaluation
- Contextual Design
- Affinity Diagramming
- Wireframing
- Prototyping
- Usability Testing

Programming

- HTML5/CSS3
- Actionscript/MXML
- Java

WORK EXPERIENCE

Mar. 2013 – **Visual Designer**
Jul. 2013 **10EQS (San Francisco, CA)**

- Conceptualized and produced creative visual identity for online social media presence.
- Oversaw visual concepts and design/branding consistency for presentation decks.
- Standardized deliverable templates for use across company platform.

Aug. 2011 – **Associate**
Mar. 2013 **Master Property Management (San Diego, CA)**

- Designed commercial flyer, note card, web graphic, business card.
- Inspected home properties on-site; took photos/videos and wrote summary reports.

Aug. 2011 – **Junior Graphic Designer**
May 2012 **TalentSmart (San Diego, CA)**

- Assisted in website redesign via designing graphics and prototyping layout designs.
- Designed product/services flyer, holiday greeting card, and program collateral.

Mar. 2008 – **Junior Graphic Design & Web Assistant**
Feb. 2011 **UCSD University Events Office (San Diego, CA)**

- Produced commercial graphic art (posters, flyers, brochures, postcards), then distributed around campus for event promotion.
- Marketed venue/events via public flyering/tabling and online social media updating.

PROJECTS

Jan. 2014 – **Design Lead**
Aug. 2014 **The Boeing Company (MHCI Capstone Project)**

- Designed a solution to foster communication at Boeing factories, improving efficiency and safety.
- Oversaw visual design for project deliverables.
- Produced and maintained branding identity.

Jan. 2014 – **Research & Design Assistant**
May 2014 **Vincentian Collaborative System**

- Developed visuals and UI design for a robot caregiver, bridging social and data interactions between human caregivers and patients at a nursing home.
- Methods: service ecology diagramming, research, persona generation, prototyping.

Oct. 2013 – **User Experience Designer**
Dec. 2013 **Pittsburgh Symphony Orchestra (Service Design Project)**

- Audited subscription experience: User/competitive research, persona generation, storyboarding, customer journey map, service model diagramming.
- Reiteratively designed iPad app prototype via user testing and heuristic evaluation.

Mar. 2010 – **Marketing & Web Lead**
Dec. 2010 **Expedited Diploma Manufacturing Services (Undergrad. Senior Project)**

- Constructed vending machine that printed mock diplomas based on user input.
- Produced marketing items (posters, pins, badges, postcards) for live art performance.
- Designed and coded project information website.

2009 – **Web Designer**
2010 **College Democrats at UCSD (San Diego, CA)**

Summer **Volunteer Teacher**
2007 **Assisting Individuals with Disadvantages (Nanho, Taiwan)**