SCOTT CHIU

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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

SKILLS

Software
- Illustrator
- Sketch
- Photoshop
- Balsamiq
- InVision
- Axure
- InDesign
- After Effects

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

Programming
- HTML5/CSS3
- Java

Languages
- English
- Mandarin Chinese

WORK EXPERIENCE

Oct 2014 – Present
User Experience Designer
GE Healthcare (San Ramon, CA)
- Execute cross-app experience using user research, solution prototyping, and design refinement in support of 20 scrum teams
- Ensure design patterns are consistent with branding and specced out for product/dev teams across GE Healthcare
- Develop design strategy and collaborate with marketing to improve user onboarding experience

Mar 2013 – Jul 2013
Visual Designer
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 – May 2012
Junior Graphic Designer
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 – Feb 2011
Junior Graphic Design & Web Assistant
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 2015 – Present
User Experience Designer
GE Health Cloud (GE Healthcare)
- Deliver cohesive UX for GE Health Cloud desktop and mobile apps via research, wireframing, prototyping, user testing, and high-fidelity design execution
- Define optimal UX via collaboration with designers, researchers, users, devs, product owners, and marketing managers in 6 global locations

Jan 2014 – Aug 2014
Design Lead
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 – May 2014
Research & Design Assistant
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 – Dec 2013
User Experience Designer
Pittsburgh Symphony Orchestra (Service Design Project)
- Audited subscription experience: User/competitive research, persona generation, storyboarding, customer journey map, service model diagramming
- Iteratively designed iPad app prototype via user testing and heuristic evaluation