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

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
- FlashBuilder
- After Effects

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 – 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. 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.
- Reiteratively designed iPad app prototype via user testing and heuristic evaluation.

Mar. 2010 – Dec. 2010

Marketing & Web Lead
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 – 2010

Web Designer
College Democrats at UCSD (San Diego, CA)

Summer 2007

Volunteer Teacher
Assisting Individuals with Disadvantages (Nanho, Taiwan)