Scott Chiu
User Experience Designer

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EDUCATION

Carnegie Mellon University
Master of
Human-Computer Interaction,
Expected 2014

University of California, San Diego
Bachelor of Arts,
Interdisciplinary Computing
and the Arts – Visual Arts,
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
• Dreamweaver
• FlashBuilder
• After Effects
• Microsoft Office

Methods
• Contextual Inquiry
• Personas & Scenarios
• Competitive Analysis
• Heuristic Evaluation
• Contextual Design
• Affinity Diagramming
• Wireframing
• Rapid 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 –
Mar 2013
Associate
Master Property Management (San Diego, CA / Freelance)
• Designed commercial flyer, note card, web graphic; redesigned business card.
• Inspected home properties on-site; took photos/videos and wrote summary reports.

Aug 2011 –
May 2012
Junior Graphic Designer
TalentSmart (San Diego, CA)
• Assisted in website redesign via producing/editing 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) which were then distributed around campus.
• Marketed venue/events via public flyering/tabling and online social media updating.

PROJECTS

Jan 2014 –
Present
Design Lead
The Boeing Company (MHCI Capstone Project)
• Currently researching new methods to streamline communication at Boeing factories, improving efficiency and safety.

Jan 2014 –
Present
Research & Design Assistant
Vincentian (Independent Study with Jodi Forlizzi)
• Developing iPad visuals for social and data interactions between mObi robots and physical therapy residents.

Fall 2013
User/Service Experience Designer
Pittsburgh Symphony Orchestra (Designing for Service Project)
• Audited subscription experience via user/competitive research. Presented findings to client service representatives. Diagrammed current and future service models.
• Produced touchpoint redesign of iPad app via lo-fi/hi-fi prototyping, user testing, and heuristic evaluation.

Mar 2010 –
Dec 2010
Marketing & Web Lead
Expedited Diploma Manufacturing Services (Undergraduate Senior Project)
• Aided constructing vending machine that printed mock diplomas based on user input.
• Used Arduino (prototyping hardware), Xbee (wireless communication), computer, printer.
• Produced marketing items (posters, pins, badges, postcards) for live art performance.
• Designed and programmed project information website.

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

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