

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 Spec'ing

Programming

- HTML5/CSS3
- Actionscript/MXML
- Java

Languages

- English
- Mandarin Chinese

COURSEWORK

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

WORK EXPERIENCE

Oct 2014 – **User Experience Designer**

Present **GE Healthcare (San Ramon, CA)**

- Cultivate product UX via thoughtful user research, workflow, wireframes, specs.
- Support technical, design, product needs of 10+ scrum teams for desktop/mobile.
- Develop and document assets for design/dev teams via Healthcare Design System.
- Produce prototypes, interview users, and synthesize research into actionable journey maps and designs.

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 – **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 2015 – **User Experience Designer**

Present **GE Health Cloud (GE Healthcare)**

- Leading the UX of multiple features on GE Health Cloud.
- Champion an optimal user experience through thoughtful UX research and interaction/visual design.

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.