

Scott Chiu

User Experience Designer | scottschiu.com | scottschiu@gmail.com | 510.386.9438

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
- 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 / 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 – **Junior Graphic Designer**
May 2012 **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 – **Junior Graphic Design & Web Assistant**
Feb 2011 **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 – **Design Lead**
Present **The Boeing Company (MHCI Capstone Project)**
- Currently researching new methods to streamline communication at Boeing factories, improving efficiency and safety.
- Jan 2014 – **Research & Design Assistant**
Present **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 – **Marketing & Web Lead**
Dec 2010 **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 – **Web Designer**
2010 **College Democrats at UCSD (San Diego, CA)**
- Summer 2007 **Volunteer Teacher**
Assisting Individuals with Disadvantages (Nanho, Taiwan)