

## 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)

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)

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.