

## EDUCATION

### Carnegie Mellon University

Master's degree,  
Human-Computer Interaction,  
Expected August 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)

- Designed commercial flyer, note card, web graphic, 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 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), which were then distributed around campus for event promotion.
- 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.
- Oversee visual design for project deliverables.
- Produce and maintain branding identity.

### Jan. 2014 – Research & Design Assistant

#### May 2014 Vincentian Collaborative System

- Developed visuals and UI design for an Android tablet to be placed on 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/Service 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.

### Mar. 2010 – Marketing & Web Lead

#### Dec. 2010 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 programmed project information website.

### 2009 – Web Designer

#### 2010 College Democrats at UCSD (San Diego, CA)

### Summer Volunteer Teacher

#### 2007 Assisting Individuals with Disadvantages (Nanho, Taiwan)