

# SOPHIA JANE LIN

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Portfolio: <https://sphjlin98.wixsite.com/2023>

## EDUCATION

### University of Michigan - School of Information

*Master of Science in Information*

GPA: 3.9

Ann Arbor, MI

Aug. 2024 - present

**Pathway:** User Experience Research and Design

**Courses taken:** Problem Solving with People, Information, & Technology; Graphic Design; Introduction to Interaction Design; Principles of User Experience Design; Generative Artificial Intelligence & User Experience Design (AI + UX); Web Design, Development, & Accessibility; Introduction to XR Application Design; Needs Assessment and Usability Evaluation; Information Architecture

### University of Pittsburgh

*Bachelor of Science in Computer Science*

GPA: 3.1

Pittsburgh, PA

Aug. 2017 - 2021

**Minor:** Japanese and Theatre Arts

**Upper-level Courses taken:** Data Structures, Theory of Computation, Algorithm Implementation, Intro to Computer Graphics, Software Quality Assurance, Intro to Operating Systems, Programming Languages for Web Applications, Structure of Programming Languages

**Capstone Project:** Virtual Kathy: A conversational agent for the CS Department

- Developed Virtual Kathy, an AI chatbot for the University of Pittsburgh CS Department using Python, machine learning, and NLP. Deployed via Flask to improve communication and access to information, with planned features like active learning and speech recognition.

## WORK EXPERIENCE

### Freelance Graphic Designer

Freelance

Pittsburgh, PA

Aug 2021 – Aug 2024

- Designed 25+ event posters and templates for 200 participants, enhancing engagement and online visibility through social media graphics.
- Collaborated with Ambassador for Christ, Inc. on the 2022 Christmas show illustrations.
- Managed YouTube live streams and designed thumbnails for the Pittsburgh Chinese Church's account.

### University of Pittsburgh

Computer Lab Monitor

Pittsburgh, PA

Aug 2019 – Jan 2021

- Independently supported lab users by troubleshooting hardware, software, and application issues.
- Provided media assistance to faculty and students.
- Managed and maintained over 40 networked printers, resolving technical malfunctions.
- Collaborated with my team to ensure smooth lab operations and a positive user experience.

### Cybozu IT Shanghai Inc.

System Consulting Department Intern

Shanghai, China

Jul 2017 – Aug 2017

- Tested plug-ins for the low-code platform Kintone and translated documentation between Chinese and English.
- Researched popular websites among Chinese software developers and promoted Kintone to this audience.
- Achieved a tenfold increase in visitors to the Kintone Developer Program webpage.

## PROFESSIONAL SKILLS

**Design:** Figma, Adobe Illustrator, Adobe Photoshop

**Programming:** C, Java, Python, CSS, HTML, Unity, Ruby

## EXTRACURRICULAR

- Participated as a member of Pittsburgh Chinese Church Oakland, helping organize and host the 2019 Spring Worship Concert, *Burning Bush*, for 200 attendees.
- Contributed to the Sound Tech and Media Teams by recording and uploading Sunday sermons to the church's official website.
- Studied abroad in Japan, focusing on Japanese culture and environment.
- Served as a core member of the School's Chinese Bible Study Fellowship (CBSF) Club.