



## EDUCATION

### **Northeastern University**

Boston, Massachusetts  
BFA in Design expected May 2020  
Minor in Art History  
GPA: 3.9, Honors Program  
400+ Service Hours completed since Fall 2015

### **City University of Hong Kong**

Social Work & Political Science, Fall 2018

### **Study Abroad: Rome & Venice, Italy**

Photography & Art History, Summer 2016

## AREAS OF EXPERTISE

Design Research, Service Design, Product Design, Design Thinking Facilitation, Project Management, User Testing & Interviewing, Advocacy & Activism, Adobe Creative Suite, Visual Design, Microsoft Office

## AWARDS & HONORS

### **University Scholars Program**

Full tuition scholarship awarded to top 1% of students on basis of academic achievement, leadership, and service.

### **Student Advisory Board 2018, College of Arts, Media & Design**

Representative of Art+Design Department. Advised Dean regarding strengths and challenges within the college and shared student perspectives.

### **Hack@Brown 2017: Best Web App**

Award presented by Google. Designed "Newseum," an app that displays works of art correlated with current events in the news.

## SPEAKING ENGAGEMENTS

### **Presenter, New York State Recreation and Parks Society Conference, 2018**

Presented a tool for quantifying the quality and inclusivity of playgrounds for children with disabilities to identify specific community needs in new playspaces and renovations.

### **Student Speaker, Northeastern Board of Trustees Committee Meeting, April 2018**

Spoke alongside the Dean of the College of Arts, Media & Design on the value of humanities-based education. Presented a service design project that reimagined the air travel experience of patrons with disabilities.

## WORK EXPERIENCE

### **Greater Boston Chamber of Commerce, *Economic Growth Co-Op***

Jan 2019 – Present | Boston, MA  
As part of GBCC's Civic Innovation Lab, project manage the Talentsetters initiative, which aims to reduce hiring bias and diversify the talent pipeline to link students of color to high-quality internship opportunities. Provide support on various initiatives that engage the business community in advancing racial equity in the private sector.

### **iFactory, *UX & Information Architecture Co-Op***

Jan 2018 – Aug 2018 | Boston, MA  
Designed complex CMS websites for higher education and non-profit clients. Worked on UX research and usability testing. Presented deliverables to clients and facilitated the feedback process to build consensus. Developed a digital tool for streamlining the design team's user persona creation process.

### **The Honest Company, *Digital Design Intern***

Summer 2017 | Playa Vista, CA  
Worked on the Honest.com website redesign project. Conducted and analyzed user tests. Supported digital/web design needs across all aspects of the product portfolio, including marketing materials and website assets.

### **Scout Studio, *Project Lead***

Jan 2017 - Apr 2017 | Boston, MA  
Led a team of students through the design and development of a marketing website and brand identity for a meeting management product. Managed client communications, weekly sprints, and meetings. Additionally worked as a Studio Designer for two other semester-long projects, focusing on UX/UI.

### **GLBTQ Legal Advocates and Defenders, *Design Intern***

Oct 2015 – Apr 2016 | Boston, MA  
Designed print and web publications, social media imagery and infographics to publicize events and educate the public and/or government officials about policy issues.

## RESEARCH PROJECTS

### **Elderly Technology Literacy Project, *Research Assistant***

Jan 2019 – Present | Boston, MA  
Serve as a research assistant for a study about improving the elderly population's sense of autonomy through designing a service to support their technology literacy. Further, analyze guidelines for evaluating service design and formulate criteria for service evaluation through the lens of autonomy.

### **Second Chance Education Project, *Research Assistant***

Jan 2018 – Aug 2018 | Boston, MA  
Worked with service design professor Dr. Miso Kim and a small international group of scholars to research accessibility of higher education within prisons. Developed and presented innovative solutions for providing educational funding to incarcerated individuals.

### **The Playground Project: INDIGO, *Researcher & Designer***

Sep 2017 – May 2018 | Boston, MA  
Worked with a team of students on a service research project that advocates for inclusive playgrounds within Boston. Created the brand identity and led the design and development of a new website.