

# TINGTING WU

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## WORK EXPERIENCE

### **Consultant** *Deloitte Consulting*

Jul 2014 – Present  
Boston, MA

#### *Strategic Direction*

- ▶ Developed a User Experience (UX) strategy playbook to establish a Center of Excellence to drive user centered design throughout the implementation of software systems for a large healthcare provider
- ▶ Generated a UX framework, operationalized, and managed three work streams to enable ten UX designers to evaluate an Electronic Health Record (EHR) system's usability to optimize workflows
- ▶ Organized a Proof-of-Concept workshop for 30+ business and technical stakeholders and developed an evaluation framework to access and recommend a Customer Relationship Management (CRM) platform

#### *Product Development*

- ▶ Liaise with product owners, technical architects, and designers to define user requirements for a patient-support mobile application for a global pharmaceutical company
- ▶ Oversee offshore team of 20+ software engineers through multiple development sprints and two releases from requirements gathering to User Acceptance Testing
- ▶ Organize and lead weekly leadership meetings to discuss project status and future direction

#### *Firm Contribution*

- ▶ Pilot a Boston office sustainability initiative through waste and recycling program re-design, facility and operational change, and practitioner education and engagement to target a national rollout by 2018
- ▶ Coordinated three StartUp Deloitte events and coached 300 junior practitioners through the innovation process in 72 hours from design thinking and ideation to a "Shark Tank" style pitch to firm leaderships
- ▶ Mentored candidates through the full-time interview process and helped onboard new-hires to the firm

### **Freelance Web Designer** *B. Lang Consulting*

Sep 2013 – May 2014  
Ithaca, NY

- ▶ Redesigned website to combine a hospitality entrepreneurship and professional development venture
- ▶ Discussed project expectations, milestones, deliverables, and feedback on a biweekly basis
- ▶ Created lo-fi and hi-fi wireframes and developed the site using PHP, HTML5, CSS3, and Bootstrap

## PROJECTS & ACTIVITIES

### **Technical Project Manager** *Good Journey, an Ethical Consumption Startup*

May 2017 – Present  
Remote

- ▶ Researched vendors to select a website platform that can provide editorial content, an e-commerce experience, and host online courses
- ▶ Built website on Wordpress - [www.makingstewards.com](http://www.makingstewards.com)

### **Consulting Advisor** *Evisors*

Aug 2016 – Present  
Remote

- ▶ Speak to undergraduate and MBA students interested in consulting as a possible career path
- ▶ Critique resumes and provide mock case interviews for students preparing for the interview process

## EDUCATION

### **Cornell University**

Master of Professional Studies in Information Science, GPA: 3.74  
Bachelor of Science in Nutritional Sciences, GPA: 3.91

Ithaca, NY  
May 2014  
May 2013

## SKILLS & INTERESTS

**Software:** Tableau, JIRA, SQL Developer, R, SPSS, Google Analytics, Axure, Balsamiq, Keynote, Illustrator  
**Programming:** HTML5, CSS3, PHP, SQL  
**Design:** User Research, Personas, Storyboards, Lo / Hi-fi Prototypes, Usability Tests  
**Language:** Fluent in Mandarin Chinese  
**Hobbies:** Art & Design, Photography, Boxing, Yoga, Hiking, Backpacking, Baking