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## **EDUCATION**

#### **CORNELL UNIVERSITY**

MPS in Information Science Dec 2015 | Ithaca, NY GPA: 3.89 / 4.3

#### **UNIVERSITY OF MIAMI**

BS in Mathematics & Psychology May 2014 | Coral Gables, FL Cum. GPA: 3.65 / 4.0 General Honors

## **SKILLS**

#### **RESEARCH & DESIGN**

Contextual Inquiry • Ethnography Heuristic Evaluation • Survey Usability Test. • Wireframing User Flow. • Focus Group Competitive Analysis • A/B Test. Diary Studies • Interview Design Thinking • Storyboarding

#### **TOOLS**

R • SPSS • Excel • Git • LATEX Sketch App • Origami 2.0 (QC) Adobe Creative Suite • Axure Balsamig • InVision • Keynote

#### **PROGRAMMING**

HTML5 • CSS3 • Bootstrap • Arduino JavaScript (JQuery.js, D3.js) • PHP

#### **LANGUAGES**

English • Chinese

## **COURSEWORK**

Health and Computation
Human-Computer Interaction
Social Computing
Human-Robot Interaction R&D
Human Perception on Comp. Graphics
Visual Data Analytics for the Web
Responsive Web Design
Statistical Methods
Probability Theory
Cognitive Psychology
Experimental Psychology

### **ACTIVITIES**

Peer Advisor - Cornell InfoSci Presenter - Cornell Tech Conference Designer - Random Hacks of Kindness Vice Chair - LINK Volunteer Org.

### **EXPERIENCE**

## **SOLUTIONSRESOURCE.COM** | Freelance UX Consultant

Dec 2015 - Feb 2016 | Seattle, WA

- Translated client insights/needs into detailed web design requirements
- Created sketches, wireframes, and prototypes in iterating design decisions

#### **CORNELL UNIVERSITY** | User Researcher

Sep 2014 - Dec 2015 | Ithaca, NY

- Led user research for various projects: Mobile Interface, Assistive Technology, Social Media (principal investigator), Human-Robot Interaction
- Collaborated in cross-functional, multi-disciplinary, and dynamic teams
- Presented findings in conferences. Led team and client discussions

## **CORNELL UNIVERSITY** | Teaching Assistant

Sep 2014 - Dec 2015 | Ithaca, NY

- Human-Computer Interaction Design with Dr. Gilly Leshed
- Intro. Design and Programming for the Web with Dr. Dan Cosley

#### UNIVERSITY COMMUNICATIONS | Web Developer

May 2010 - Dec 2013 | Coral Gables, FL

• Created and maintained university homepage, the university president's and university campaign websites (HTML, CSS, JavaScript; Ps, Ai, Dw)

#### MILLER SCHOOL OF MEDICINE | Research Intern

May 2012 - Dec 2012 | Miami, FL

• Analyzed 140 patients' datasets to relay key findings to clinicians (SPSS)

#### **KEY PROJECTS**

### INTERACTION DESIGN LAB | NutriPhone Mobile App

Aug 2014 - July 2015 | Ithaca, NY

- Administered 27 in lab usability testing sessions for evaluating mobile interface designs. Each session included a semi-formal interview
- Analyzed qualitative user feedback (affinity diagrams) and transferred analysis result into actionable design recommendations
- Derived insights from using qualitative techniques and quantitative survey

## ORGANIZATIONAL ROBOTICS LAB | Collaborative Robots

Mar 2015 - May 2015 | Ithaca, NY

- Conducted contextual inquiry, ethnographic observation in translating users' goals, capabilities, and limitations into product design
- Brainstormed, designed, made critical design decisions, and presented product design solutions through human-centric development process

# SOCIAL MEDIA LAB | Understanding Deception on Instagram

Aug 2014 – Sep 2015 | Ithaca, NY

- Studied 330 users' behavior with statistical analysis and qualitative coding
- Planned, designed, and executed end-to-end team research agendas

## **PUBLICATIONS**

[1] L. Reynolds, ..., Y. Qi, and G. Gay. "I mean, I'm not a doctor": Designing Interfaces for Interpreting Patient-Administered Medical Test Results. *Proceedings of MobileHCl 2016*, Under Review.