

EDUCATION

- AUG 09 - AUG 10 **CARNEGIE MELLON UNIVERSITY** | PITTSBURGH, PENNSYLVANIA
Masters of Human-Computer Interaction
- SEP 05 - JUN 09 **UNIVERSITY OF CALIFORNIA LOS ANGELES** | LOS ANGELES, CALIFORNIA
B.S. in Cognitive Science with Specialization in Computing
- JUN 08 - AUG 08 **BEIJING NORMAL UNIVERSITY** | BEIJING, CHINA
Chinese Intensive Language Program, Study Abroad Exchange Student

SELECTED PROJECTS

- JAN 10 - PRESENT **HUMAN-SPACE MISSION PLANNING AND EXECUTION** | NASA
User Research Lead, 8-month capstone project
Lead user research to design and create a fully functional prototype through iterative design and user testing for efficient planning and execution of complex plans for human-space missions.
- AUG 09 - DEC 09 **INTERFACE FOR PERSONAL ROBOTICS** | INTEL RESEARCH LAB
Interface Designer, User Researcher
Designed a user-interface for communication between users and a personal robot built to help the mobility impaired in performing autonomous household tasks. Developed a functional interface after extensive user research and iterative usability testing. Poster session appearance at the Intel Labs Pittsburgh 2009 Open House.
contextual inquiry, contextual work models, prototyping, bodystorming, think-aloud
- AUG 09 - DEC 09 **SAVING THE NEWS** | PITTSBURGH POST-GAZETTE
Research Coordinator, Communication Designer
Designed innovative yet feasible solutions to the newspaper company through service redesign. Presented research insights to Post-Gazette executives monthly. Through user research and iterative design, developed and prototyped a service redesign concept to strengthen the existing pool of readers and target new audiences for increasing readership.
affinity diagram, territory map, participant journals, directed storytelling, ethnographic interviews, service blueprint, scenarios, personas, video sketch
- AUG 09 - DEC 09 **ONLINE SYSTEM FOR COLLECTIONS** | CARNEGIE MELLON METHODS COURSE
User Experience Researcher, Interface Designer
Extensively employed human-computer interaction research methods with emphasis on user experience to redesign and prototype an online collection system for books.
focus setting, contextual design, think aloud, heuristic evaluation, storyboard, scenario creation, mock-ups, key-stroke level modeling, usability aspect report

WORK EXPERIENCE

- APR 07 - JUN 09 **CODER AND HELP DESK SUPPORT** | UNIVERSITY OF CALIFORNIA LOS ANGELES
Department of Statistics
Developed and maintained department web applications and sites running on Plone and Ruby on Rails. Acted as the liaison between users and computing manager to address user experience issues. Regularly met with the department chair and computing manager to discuss and provide solutions to usability problems. Provided help desk support and maintained a network of 50 machines. (Worked during undergrad)
- SEP 07 - DEC 08 **RESEARCH ASSISTANT** | UNIVERSITY OF CALIFORNIA LOS ANGELES
Learning and Memory Lab, Robert Bjork, Ph.D, Nate Kornell, Ph.D
Individual Research Project: The Spacing Effect with New Learning
Developed and conducted experimental design, recruited participants, collected and analyzed data, interpreted results for presentation to faculty and Ph.D students in cognitive psychology.

SELECTED COURSEWORK

HCI Methods
Communication Design
Designing for Service
Gadgets and Sensors
Graduate Typography
Interaction Design
Programming Usable Interfaces

METHODS

Affinity Diagram
Contextual Inquiry
Work Models
Contextual Design
Storyboarding
Wireframes
Personas
Heuristic Evaluation
Usability Aspect Report
Think Alouds
Prototyping
Key-stroke Level Modeling

LANGUAGES

English
Cantonese
Mandarin

DEVELOPMENT

ActionScript 3
Arduino (C)
Java
XHTML / CSS
C++
MATLAB

SOFTWARE

Photoshop
InDesign
Illustrator
Flash
Flex
Eclipse
Visual Studio
SPSS
Omnigraffle
CogTool