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Seeking full time employment in the area of User Research and Usability Engineer

## Education

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**Georgia Institute of Technology**, Atlanta, Georgia May 2007  
Master of Science, Human Computer Interaction (GPA: 3.57/4.0)

- **Human-Computer Interaction:**  
Designed and evaluated a system to generate dynamic recipes based on food inventory
- **Qualitative Research Methods:**  
Applied grounded theory analysis to field observations of the use of technology in meetings
- **Human-Robot Interaction:**  
Studied how people develop social-emotional attachment to domestic robots and how the robots have influenced the household
- **Master's Project:** (*Advisor: Rebecca Grinter*)  
Study on the difference between how people perceive and interact with robots who perform household chores to generate possible guidelines on designing for emotional attachment for future intelligent robotic products

**Rensselaer Polytechnic Institute**, Troy, New York May 2005  
Bachelor of Science, Computer Science  
Minor in Industrial and Organizational Psychology (GPA: 3.85/4.0)

- **Human-Computer Interaction:**  
Paper prototyped and designed evaluation plan for a 3D interactive Web Meeting User interface

## Professional

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**BellSouth Human Factors Lab**, Atlanta, Georgia Jan 2006 – Present  
Human Factors Engineer Contractor

- Work as lead Usability Expert on projects, work closely with multi-disciplinary teams to deliver final products, design and conduct usability studies evaluating different types of user interfaces, create rapid prototypes to reflect design concepts and define the information architecture of new user interfaces.
- *Technologies and skills used:* Usability Testing, UI Design and Evaluation, Rapid Prototyping, Information Architecture

**Georgia Institute of Technology**, Atlanta, Georgia Jan 2006 – Nov 2006  
Freelance Usability Analyst

- Projector-Guided Painting & Virtual Rear Projecting: ran user studies to evaluate existing systems, which included designing questionnaires, conducting focus group and coding data gained from observation

**Intel Corporation**, Ocotillo, Arizona May 2005 – Aug 2005  
Software Engineer Intern

- Accessed business requirements, developed software interface specifications, designed interfaces for the new software architecture, developed varied web-based applications
- *Technologies and skills used:* VB.NET, ASP.NET, MSMQ, HTML, VB6, WMI, JavaScript, CSS, UI design

## Professional Affiliation

- Current member of CHI\*A; CHI 2005 Student Volunteer; CHI 2006 Reviewer

## Skills

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### User Study & Research

- Planning & facilitating Usability Studies, Interview, Heuristic Evaluation and Cooperative Evaluation
- Expertise in Ethnographic observation and qualitative analysis

### Rapid Prototyping

- *Graphics:* Expertise in Illustrator and Flash
- *Web and application:* Dreamweaver, HTML, CSS, Java, JavaScript
- Experience in Paper Prototyping, Personas, Scenarios

### Programming & Scripting

- Developed vast background in programming and scripting, particularly in the following languages and fundamental knowledge of many others: C/C++, Visual Basic, Java, ASP, SQL, JavaScript, VB Script

### Language

- Fluent in Mandarin and English

### Leadership

- Alumni/Corporate Coordinator for Society of Women Engineer