

Mandy Chu | UX Researcher and Designer

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EXPERIENCE

ADP (Alpharetta, GA) | UX Research Intern Summer '16

- Conduct interviews and user testing with clients to identify pain points in Benefits software
- Facilitate customer journey mapping workshop with external HR practitioners and internal service team to understand current Benefits setup and Open Enrollment process

Georgia Institute of Technology | Graduate Teaching Assistant Spring & Fall '16

- Responsible for grading individual term papers and exam papers for the CS 4001 Computing & Society class
- Managed group poster presentations, including the coordination of topics and logistics of presentation sessions

WABE 90.1 FM (Public Broadcasting Atlanta) | Research Intern Sep '15 – Apr '16

- Conducted competitive analysis on User Generated Content (UGC) tools for the WABE homepage
- Designed user survey to understand both radio and digital users, in order to increase audience engagement

Georgia Institute of Technology | HCI Design Group Project Fall '15

- Designed a Virtual Reality Training app for bicycle commuters in Atlanta through an iterative process
- Conducted usability testing sessions to test VR prototype

Georgia Institute of Technology | Accessibility Design Project Fall '15

- Designed a new handle for the White Cane that allows the Visually Impaired to remotely control smartphones
- Low-fidelity physical prototyping using clay and electronic prototyping using Adafruit Bluetooth Modules

City University of Hong Kong | PT Research Associate Aug '14 – May '15

- Designed online cognitive experiment on human multitasking strategies and conducted quantitative analysis

UBS AG, HK (Wealth Management IT Asia Pacific) | IT Business Analyst Jul '11 – Aug '13

- Responsible for Quality Assurance, handled UAT for the launch of a new Client Fee Management solution
- Aligned understanding of requirements between external developers, users and management

EDUCATION

Georgia Institute of Technology

Aug '15 – Present, Expected May 2017 graduation

MS in Human Computer Interaction

Classes: *Research Methods in HCI, Evidence-based Design, Interface Prototyping, Inferential Statistics*

The Chinese University of Hong Kong

Aug '13 – Aug '14

MA in Psychology | Concentration: *Cognitive Psychology*

The Hong Kong University of Science and Technology

Jul '07 – Jun '11

Dual Degree Program in Technology and Management

BEng in Computer Engineering and BBA in General Business Management

SKILLS

Language

Bilingual in Cantonese and English

Fluent in Mandarin

Research

User interviews, contextual inquiry

Survey design & analysis

Affinity mapping

Usability testing

Design

Paper prototyping & testing

Balsamiq, Sketch, Axure

HTML/HTML5, CSS, JavaScript