

LUCY CHEN

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EDUCATION

Georgia Institute of Technology May 2022
M.S. Human-Computer Interaction
Atlanta, GA

University of California—Berkeley August 2019
Graduate-level General Study: Psychology
Berkeley, CA

University of Minnesota—Twin Cities May 2018
Bachelor's in Physics, Physiology, Public Health
Minneapolis, MN

OTHER EXPERIENCE

Biomechanics and Analytics Intern
China National Institute of Sports Science
August 2018 – October 2018
> Conducted and analyzed physiological test data for Huawei wearable tech development
> Translated scientific publications and research materials between Mandarin and English to aid China Olympic Team Research division

Biophysics Student Researcher
Puchner Lab, UMN Dpt. of Physics and Astronomy
December 2016 – August 2018
> Led grant-funded research topic investigating neurodegenerative disease etiology using STORM

User Advocate, Clinical Care Coordinator
JumpstartMD
November 2018 – July 2020
> Collected user feedback for the PM and development team to improve launch experience of new Telemedicine product

SKILLS

Relevant Tools: Qualtrics
ATLAS.ti
Figma
Dedoose
Sketch
MATLAB
InVision
Google Data Studio
Mural
Adobe CC Suite
Miro
WCAG 2.0/2.1

UX & DESIGN EXPERIENCE

User Experience Intern June 2021 – Present
Logitech Newark, CA
> Led 3-month project strategizing future products for Logitech G focusing on a specific user population
> Designed & conducted user research using surveys, exploratory interviews, and product validation interviews
> Designed user experience journey for upcoming product line with special focus on innovation and new technology
> Leading usage audit for Innovation team to understand current user ecosystems
> Providing advocacy and education on inclusive, accessible design

UX Research Assistant August 2021 – Present
C21U Lab Atlanta, GA
> Designing and conducting usability tests for the Digital Credentials Consortium, a multinational, collaborative design project
> Synthesizing and presenting UX research data to Massachusetts Institute of Technology engineer team for app iteration
> Leading user interviews, user recruitment, and data analysis for digital credential and blockchain research

Product Accessibility Researcher January 2021 – June 2021
PEAT x Gatherly x Georgia Tech Atlanta, GA
> Collaborated with U.S. Department of Labor PEAT and virtual event platform Gatherly to improve accessible tech for remote work
> Led research design, user recruitment, and user interviews to inform redesign of Gatherly navigation flow
> Analyzed research data to inform adaptation of Gatherly spatial minimap from image-based to screen reader-friendly navigation

UI Graduate Researcher September 2020 – February 2021
Georgia Tech Walker Sonification Lab Atlanta, GA
> Conducted desk research on trust and visual design to inform design of Level 4 and 5 autonomous vehicle UI design
> Led HMI design for a Toyota Research Institute research project by creating data-informed, experimental UI

Usability & Game Designer September 2019 – July 2020
USC Games - Ginkgo, Kingdom of Nature Los Angeles, CA
> Provided usability feedback to the production and engineering teams of GDC Intel Award-winning game, *Ginkgo*
> Designed gameplay experience and led handoff sessions for *KoN* engineering team to create an award-winning VR game