

OBJECTIVE	Leverage my expertise in user experience to create meaningful interactive products that enhance people's everyday life and work	
WORK EXPERIENCE	VeriSign Authentication Business, now a part of Symantec Mountain View, CA, 03/2010- Present <i>User Experience/ Interaction Designer</i> <ul style="list-style-type: none">• Hold brainstorming sessions and design meeting to define the user experience, interactions, and interfaces for the interactive products• Worked closely with user researchers to understand current customer's pain points• Iterated design and develop low-fidelity sketches, wireframes and high-fidelity interactive prototypes to communicate design ideas• Analyzed product requirements and user needs to define design directions• Hold review meetings to get feedbacks from different stakeholders and ensure shared understanding among all stakeholders• Participated in user interviews and user testing Accenture Technology Solutions Kuala Lumpur, Malaysia, 02/2007-06/2007 <i>Programmer</i> <ul style="list-style-type: none">• Participated in developing a market analysis application for AC Nielsen• Interacted with the clients from the US, Germany and Malaysia to gather user requirements and define functional and technical specifications• Developed user diagrams, task flow, screen flow and data flow diagrams to communicate design with the clients and developers• Wrote test scripts for system integration test• Conducted user testing	
EDUCATION	M.S., Human-Computer Interaction Design Merit Scholarship Recipient, CGPA: 3.86/4.0	Indiana University, Bloomington, 12/2009
	B.A., Music, Psychology (Minor: Comp. Sci.) Merit Scholarship Recipient, CGPA: 3.69/4.0	Indiana University, Bloomington, 05/2006
	Sun Certified Programmer for J2SE 5.0 (SCJP)	08/2006
AWARDS	Microsoft Imagine Cup 2009 Design Competition Second place in Design First place in Accessible Design <ul style="list-style-type: none">• Represented the USA to compete in the worldwide final round of Microsoft Imagine Cup to solve the world's toughest problems• Designed in 30 hours a mobile toy for children with Asperger's Syndrome to have an enjoyable and educational trip while travelling to foreign places	Cairo, Egypt, 07/2009
PROJECTS	eXchangeFun – Reusing Household Items within the Neighborhood Won the qualifying round out of 300+ teams in the Microsoft Imagine Cup design competition <ul style="list-style-type: none">• Conducted design research to understand how people deal with unwanted household items• Identified several designs to facilitate online treasure hunting experience• Held design sessions and conducted prototype evaluations to understand the users' needs	01/2009-Present
SKILLS	HCI Design and Evaluation Skills: <ul style="list-style-type: none">• User Research & Evaluation: Focus group, interview, survey, contextual inquiry, probes, disposable camera study, field observation, Heuristic Evaluations, Usability Testing• Design Tools: Affinity diagramming, persona, storyboarding, IA, flow diagrams• Prototyping: Paper Prototype, Photoshop, Illustrator, Flash, WPF, Expression Blend, Maya• Development: C, C#, CSS, Drupal, HTML, Java, PHP, PowerBuilder, SQL, XML Language Skills: English, Chinese, German, Malay	
ACTIVITIES	<ul style="list-style-type: none">• Volunteered at the Usability Professional Association Conference (2009)• Served as a mentor in the Introductory Interactive Design class• Attended CHI2009 and Indiana World Usability Day 2007, 2008• Volunteered to develop web pages for social service agency and student groups (2007-2009)	