

ANN CHARNG

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OBJECTIVE

To obtain a full-time position that allows me to utilize my skills in user experience research and design thinking.

EDUCATION

STANFORD UNIVERSITY (2008 – 2009)

M.A., Learning, Design & Technology

UNIVERSITY OF CALIFORNIA, SAN DIEGO (2004 – 2008)

B.S., Cognitive Science, Specialization in Human-Computer Interaction

Minor: Psychology

RELEVANT COURSEWORK

Human-Computer Interaction, HCI Programming, Software Design Experiences, Computers and Interfaces, Qualitative Research Methods, Cognitive Aspects of Multimedia Design, Cognitive Ethnography, Ethnographic Study of Hospital, Engineering Psychology, Cognitive Engineering, Cognitive Psychology

Stanford d.school courses: Design Thinking Bootcamp: Experiences in Innovation and Design, Software Design Experiences, Prototyping Organizational Change

SKILLS

- ♦ Experience with usability testing, remote user testing, field studies, diary studies, ethnographic research methods
- ♦ Experience with contextual inquiry, heuristics analysis, competitive analysis, creating wireframes, storyboarding, affinity diagrams, surveys, creating personas, rapid prototyping
- ♦ Experience with iterative design thinking methods including need finding, brainstorming, prototyping and testing
- ♦ Team player with excellent verbal and written communication skills

EXPERIENCE

CITRIX SYSTEMS, Santa Clara, CA (09/2009 – Present)

User Researcher

- ♦ Conducted usability testing, diary studies, interviews, field studies, competitive analysis for enterprise software
- ♦ Worked in mobile space (on smartphones and tablets) with iOS, Android and BlackBerry product teams
- ♦ Presented findings and recommendations to cross-functional teams to influence product usability improvements

APPLE, Cupertino, CA (01/2009 – 09/2009)

Apple Product Documentation Intern

- ♦ Designed wireframes, prototyped and conducted user testing on various help content visualizations
- ♦ Assisted with user interface, visual design and typography decisions on help documentation systems

QUALCOMM, San Diego, CA (10/2007 – 12/2007)

Human Factors Engineer Intern

- ♦ Created task-based research plan for testing mobile handsets to improve push-to-talk interface
- ♦ Conducted usability tests in formal lab setting, analyzed data, and presented findings with recommendations

INTUIT, Mountain View, CA (06/2007 – 09/2007)

User Research Intern

- ♦ Planned and conducted usability field studies and remote studies for payroll software and presented findings
- ♦ Created artifacts, assisted with data analysis, and moderated usability studies & ethnographic studies
- ♦ Worked in cross-functional team with product managers, designers, and researchers

TEAMS IN ENGINEERING SERVICE: DIGITAL NURSING, UCSD (04/2006 – 12/2006)

User-Centered Design Leader

- ♦ Designed user interface of various digital documents for nursing home facility
- ♦ Utilized contextual interviews, ethnography, work flow modeling, focus groups & surveys
- ♦ Lead a group of four students, and worked in a cross-functional team of 15 software and hardware engineers

INTERACTIVE COGNITION LABORATORY, UCSD (09/2005 - 06/2006)

Research Assistant

- ♦ Developed experimental artifacts to test effects of different visualizations in recipes
- ♦ Created pre/post surveys that control for independent variables, and assisted with video coding & data analysis