

ANN CHARNG

2757 Bruce Dr. Fremont, CA 94539 ♦ (510) 676-1350 ♦ ann.charng@gmail.com ♦ www.anncharng.com

OBJECTIVE

To obtain a full-time position in the field of User Experience Research or Interaction Design.

EDUCATION

STANFORD UNIVERSITY (Graduating in August 2009)

M.A., Learning, Design & Technology

GPA: 3.9

UNIVERSITY OF CALIFORNIA, SAN DIEGO (2004 – 2008)

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

GPA: 3.55 ♦ Provost's Honors ♦ National Society of Collegiate Scholars

RELEVANT COURSEWORK

Human Computer Interaction, HCI Programming, Software Design Experiences, Computers and Interfaces, Intro to Qualitative Research Methods, Cognitive Aspects of Multimedia Design, Cognitive Ethnography, Ethnographic Study of Hospital, Engineering Psychology, Cognitive Engineering, Intro to Cognitive Psychology, Prototyping Organizational Change, Design Thinking Bootcamp: Experiences in Innovation and Design

SKILLS

- ♦ Experience with contextual inquiry, rapid prototyping, heuristics analysis, wireframes, storyboarding, affinity diagrams, work modeling, focus groups, surveys, personas, qualitative research methods
- ♦ Experience with usability lab studies, remote studies, field studies, ethnographic research methods
- ♦ Experience with iterative design thinking methods including need finding, brainstorming, prototyping and testing
- ♦ Expertise in Microsoft Office, Photoshop, Premiere, Visio, Omnigraffle, Morae; Proficiency in HTML/CSS.
- ♦ Excellent verbal and written communication skills. Strong analytical, organizational, and teamwork skills.

EXPERIENCE

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

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 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 Specialist 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 lab 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 graphical user interface of various digital documents for a nursing home
- ♦ Utilized research methods including contextual interviews, ethnography, work 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 the effects of different visualizations in recipes
- ♦ Created pre/post user surveys that control for independent variables
- ♦ Assisted with video coding and statistical data analysis

ACTIVITIES

- ♦ *Vice President of Chapter Operations*, Delta Sigma Pi (Co-Ed Professional Business Fraternity)
- ♦ *Member*, Stanford Ballroom Dance Team
- ♦ Volunteered abroad in Ecuador, South America and worked with orphans and street kids (Summer 2008)