

# Becky Chu

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## Education

- Master of Science in Information** 2009-2011  
*Human-Computer Interaction & Information Policy Specializations*  
Ann Arbor, MI  
University of Michigan, School of Information
- Bachelor of Arts, Honors Economics** 2003-2007  
*International Economics & Management Studies Specializations*  
Waterloo, Canada  
University of Waterloo, Faculty of Arts

## Course Projects

- Interface & Interaction Design** - Ford Motor Company Sep. - Dec. 2010  
o Redesigned the car center console to utilize touch screen and voice control technology through a comprehensive ideation process (prototype completed)
- Evaluation of Systems & Services** - Noteworks Jan. - Apr. 2010  
o Evaluated the music composition program for usability issues using various user experience methods
- Contextual Inquiry** - Switchback, LLC Sep. - Dec. 2009  
o Developed recommendations for improving communication and informational flows within the web development company using interviews, models, and an affinity wall

## Work Experience

- Graduate Student Instructor** - Evaluation of Systems & Services Jan. - Apr. 2011  
University of Michigan - School of Information Ann Arbor, MI  
o Administrated a 600-level client-based graduate course where students learn and apply different user experience research methods to a semester-long group project  
o Graded and provided feedback on reports, assignments, and presentations for 103 students, comprising 28 project groups  
o Monitored the 2 course sections for variances in teaching and grading processes
- Grader** - Fundamentals of Human Behavior Oct. - Dec. 2010  
University of Michigan - School of Information Ann Arbor, MI  
o Graded assignments and tabulated student participation marks for a 600-level graduate course on the fundamental theories behind human-computer interaction  
o Provided constructive feedback to students
- Graduate Technical Intern** May - Aug. 2010  
Intel Corporation - IT Group Hillsboro, OR  
o Interviewed staff and researched different information management systems  
o Recommended and implemented a solution for alleviating internal communication and artifact problems using Microsoft SharePoint  
o Recommended various improvements for Intel's internal Application Security wiki
- Assistant in Research** Mar. - Apr. 2010  
University of Michigan - Comprehensive Cancer Center Ann Arbor, MI  
o Investigated best practices for donation and fundraising websites  
o Created a set of 22 recommendations spanning 8 categories  
o Presented findings to the Chief Administrative Officer, the Chief Information Officer, and the Development Office
- Accounting Assistant** Dec. 2007 - Aug. 2009  
Rova Products Canada Brampton, Canada  
o Managed accounts payable entries, cash receipts, inventory receipts, and customer headset repairs  
o Balanced general ledger accounts, prepared monthly bank reconciliations, and provided effective customer service to diverse clients

## Professional Affiliations

- Association for Computing Machinery Feb. 2010 - Present  
Interaction Design Association Feb. 2010 - Present  
Usability Professionals' Association Feb. 2010 - Present

## Skills

### Analysis:

Business  
Economic  
Marketing  
Statistical  
Policy

### Languages:

Cantonese  
(conversational)  
French (basic)  
German (basic)  
Japanese (basic)

### Programming:

CSS  
HTML  
Java  
Visual Basic

### Software:

Adobe InDesign  
Fireworks  
Microsoft Office  
SharePoint  
Visio

### User Experience

#### Methods:

Comparative Analysis  
Contextual Inquiry  
Heuristic Evaluation  
Interaction Maps  
Mock-ups  
Personas & Scenarios  
Sitemaps  
Survey Design  
Usability Testing  
Wireframing