

SHAY CHU

SELECTED PROJECTS

Langsteach: End-to-end Case Study

8/2021 — 2/2022

Competitive Analysis | Surveys | User Interviews | Card Sorting | Personas | User Flows | User Journey Maps | Wireframes | Prototyping | Usability Testing | Preference Testing | Adobe XD
(View [here.](#))

Duolingo: Redesigns

1/2022 — 2/2022

Italian-English Dictionary: Analyzed, redesigned, and conducted 4 preference tests with 70 participants. (View [here.](#))

Error Page: Analyzed, redesigned, and conducted a preference test with 36 participants. (View [here.](#))

Contact us Page: Analyzed and redesigned concerning accessibility and aesthetics. (View [here.](#))

EXPERIENCE

Visitor Assistant | Solomon R. Guggenheim Museum

New York, NY 7/2019 — 7/2021

- Acted as the sole Visitor Assistant for communications involving Mandarin, Cantonese, Japanese, and French visitors.
- Initiated organizational-wide changes to senior leadership as the department representative of the Green Team.
- Sold over \$3,000 in museum memberships in 10/2019, thus selling the most memberships for 1 person during the period.

Account Manager | Sales & Office Assistant | Center of Floral Design

New York, NY 11/2018 — 7/2019

- Managed the sales process from start to finish for clients, such as Polo Ralph Lauren and Victoria's Secret.
- Created a multilingual sign for the company to display on its window display.

Real Estate Paralegal | Lawrence J. Berger, P.C.

New York, NY 5/2018 — 11/2018

- Managed an organizational-wide project regarding the law firm's approximately 4,000 clients with the firm's founder & 2 colleagues over several months.
- Made deliverables, such as billable spreadsheets and paperwork, to the city government and clients.

Prior employment includes

- *College Assistant* at **Hunter College**
- *Intern* at the **Jazz Foundation of America**

EDUCATION

BA in Physics | Minor in Mathematics | Hunter College

New York, NY 5/2014

CIGS Solar Cells Researcher | Fracking Researcher | OpenROV Builder

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AWARDS ETC.

AWARDS

- Tutor of the Summer 2016
Hunter College | 8/2016
- Catalyst Scholarship Program
Hunter College | 8/2012 — 5/2014
- Jenny Hunter Scholarship
Hunter College | 8/2010 — 5/2014

COMMUNITY ENGAGEMENT

- **Chamber Music Society of Lincoln Center** | 2019 — 2020
- **Solomon R. Guggenheim Museum** | 2017 — 2019

SKILLS

[User Research](#) [User Personas](#)
[User Stories](#) [Job Stories](#)
[Wireframing](#) [Prototyping](#)
[Usability Testing](#)
[Preference Testing](#)
[Card Sorting](#)

TOOLS

[Adobe XD](#) [Figma](#) [Marvel](#)
[InVision](#) [LaTeX](#) [MS Office](#)

CERTIFICATES

CareerFoundry
4/2022
UX | Specialization: UI

LANGUAGES

- **Cantonese** - fluent
- **French** - conversational
- **Japanese** - conversational, JLPT N2
- **Mandarin** - conversational