

# SHAY CHU

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## SELECTED PROJECTS

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### 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](#).)

### 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](#).)

## EXPERIENCE

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### *Recreation Assistant* | **LaGuardia Community College**

Queens, NY

9/2022 — Present

- Welcome & check in members, students, staff, and faculty.
- Process financial transactions.

### *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

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### **Hunter College**

New York, NY

5/2014

**BA** | Physics

Minor: Mathematics

## CERTIFICATES

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### **CareerFoundry**

Remote

4/2022

UX | Specialization: UI

## AWARDS

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- 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

## COMM. ENGAGEMENT

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- Chamber Music Society of

**Lincoln Center** | 2019 — 2020

- Solomon R. Guggenheim

**Museum** | 2017 — 2019

## LANGUAGES

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### 粵語

- Fluent Cantonese

### français

- Conversational French

### 日本語

- Conversational Japanese
- JLPT N2

### 普通话

- Conversational Mandarin

## SKILLS

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[Adobe XD](#) [Figma](#) [Marvel](#)

[LaTeX](#) [Microsoft Office](#)