

SHAY CHU

Multilingual product designer who is passionate about the intersection of technology and language.

Design Skills: Competitive Analysis | Surveys | User Interviews | Personas | Job Stories | User Stories | Card Sorting | User Flows | Task Analysis | User Journey Maps | Wireframes | Prototyping | Usability Testing | A/B Testing

Design Tools: Figma | Adobe XD | Marvel | LaTeX

SELECTED DESIGN PROJECTS

Duolingo: Redesigns

1/2022 — 2/2022

Italian-English Dictionary: Analyzed & iterated designs with 4 A/B tests with 70 participants.

Error Page: Redesigned via an A/B test with 36 participants.

Contact us Page: Reviewed accessibility and aesthetics.

Langsteach: End-to-end Case Study

8/2021 — 2/2022

Langsteach: Designed software that connected teachers with language learners via a mobile-first approach. Conducted research to discover user needs, wireframed, conducted card sorting, along with conducted usability testing & A/B testing.

EXPERIENCE

Recreation Assistant | LaGuardia Community College

Long Island City, 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.

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.

Prior employment includes

- *Real Estate Paralegal* at **Lawrence J. Berger, P.C.**
- *College Assistant* at **Hunter College**
- *Intern* at the **Jazz Foundation of America**

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Brooklyn, NY, USA 11204

EDUCATION

Hunter College

New York, NY

5/2014

BA | Physics

Minor: Mathematics

CERTIFICATES

CareerFoundry

Remote

4/2022

UX | Specialization: UI

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

COMM. ENGAGEMENT

- Chamber Music Society of

Lincoln Center | 10/2019 — Present

- Solomon R. Guggenheim

Museum | 11/2017 — 7/2019

LANGUAGES

粵語

- Fluent Cantonese

français

- Conversational French

日本語

- Conversational Japanese

- JLPT N2

普通话

- Conversational Mandarin