

SHAY CHU

shaychu.com
shay.h.chu@gmail.com
347 277 6813
[linkedin.com/in/shaychu](https://www.linkedin.com/in/shaychu)
Brooklyn, NY, USA 11204

SELECTED PROJECTS

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

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

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** | 2019 — 2020
- **Solomon R. Guggenheim Museum** | 2017 — 2019

LANGUAGES

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

SKILLS

[Adobe XD](#) [Figma](#) [Marvel](#)
[LaTeX](#) [Microsoft Office](#)