

Summary

UX researcher with academic and UX research experience, interested in creating innovated products for the end-user. Uses a variety of research skills in helping to understand the problem.

Research Experience

User Researcher

- Planned for project by writing a project plan which included research steps, collaboration with design, iterations, and evaluation
- Wrote a research plan to understand what steps were needed
- Conducted Secondary Research on the problem area
- Wrote HMW (How Might We Questions) on problem statement
- Ran competitive research on competitor sites and/or products.
- Wrote user stories to understand user behavior and goals with the application.
- Directed Heuristic Evaluations of applications and competitors
- Performed User Interviews, according to prior research
- Created persona or proto-persona according to empathy and affinity map synthesizing
- Conducted rounds of usability tests of wireframes and high-fidelity designs
- Used Google Analytics to evaluate site traffic.

Academic Research

- Conducted literature review on the efficacy of telepractice, including barriers to telemedicine
- Researched different methodologies that might be appropriate for problem
- Followed IRB guidelines for academic research for Nova Southeastern University.
- Used the Delphi method qualitatively to come to a consensus on barriers to telepractice
- Created 3 protocols for each group of participants
- Recruited and tested pilot study with a panel of experts for each protocol
- Recruited participants based on requirements for each participant type
- Conducted interviews, coded, and resent surveys according to Delphi method requirements
- Synthesized data into a report of findings

Design Experience

User Experience Designer

- Made a sitemap of the potential navigation of the application
- Created a project plan including the UI kit, sketches and designs
- Created a moodboard to understand the inspiration and attributes of the future design
- Created a style guide, included with logo design, colors, and typography
- Made wire frames, site map, ideation for the future of the application.
- Sketched initial designs using paper designs and converted them to a digital format.
- Sketched designs using an iPad and uploaded them to Figma
- Created wireframes based off of initial sketches and user research.
- Displayed wireflows to understand how user would be navigating through application
- Iterated on designs based off of usability tests

Skills and Tools

User Experience

- Prototyping
- Affinity maps
- Empathy maps
- User interviews
- Personas
- Wireframing
- Branding
- Animation
- Secondary Research
- Design Thinking
- User flows
- Wireflows
- HMW
- Ideation
- Site maps
- Style guide
- Card sorting
- Usability tests
- Competitive Analysis
- Heuristic Evaluation

Academic Research

- Delphi method
- Qualitative research
- Quantitative research
- Telehealth
- Instructional Design

Tools

- Sketch
- Figma
- Marvel
- Invision
- Try my UI
- Photoshop
- Whimsical
- Miro
- Atlas.ti
- Nvivo
- Survey Monkey

Other Experience

Dissertation Editor

Freelance
August - December 2019

Dissertation Mentor

Nova Southeastern University
August - December 2019

English Language Instructor

Freelance
August 1993 - March 2021

Family Operations (Family Caregiver)

April 2019 - Present

- Used creativity and design thinking to find new ways to problem solve cognitive and mobility issues.
- Researched mobility problems and equipment to understand current issues
- Pivoted to new opportunities in a changing environment

Presentations

Powerability: A mobility equipment app for caregivers (Digital Health Poster Presentation-virtual) Human Factors Ergonomics in Health Care, Remote conference February 2021

Telemedicine and Telepractice in Speech-Language Pathology (Poster Presentation) NSU's Going Digital Conference, Ft. Lauderdale, FL. February 2019

Utilization Efficacy Perceptions for Speech-Language Pathologists and University Faculty and Administrators. TQR 11th Annual Conference (Paper Presentation) Ft. Lauderdale, FL January 2020

Education

Springboard UI/UX Design Career Track, Certification
2020 - 2021

9-month intensive course in UI/UX methodologies and technologies

Nova South Eastern University, Ft. Lauderdale, FL
2016 - 2019
Ed.D. Instructional Technology and Distance Education,

Regent University, Virginia Beach, VA
2013-2015
M.Ed. Teaching English to Speakers of Other Languages

George Mason University, Arlington, VA
M.A. International Commerce and Policy
1999 - 2001
Graduate Certificate International Market Analysis
2002 - 2003

Bridgewater College, Bridgewater, VA
B.S. Home Economics (Fashion Merchandising)
1991 - 1994

Publications

Wu, C. (2020). 25 Years of Ed Tech [book review of 25 Years of Ed Tech by Weller, Martin. The Quarterly Review of Distance Education, Volume 21(1), 2020, pp. 53–55

Wu, C. (2019). Utilization Efficacy Perceptions of Telepractice for Speech-Language Pathologists and University Faculty and Administrators: A Qualitative Delphi Study (Doctoral Dissertation)