

# Wilson Chen

## Researcher and Product Designer

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### WORK EXPERIENCE

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#### UNIVERSITY OF WASHINGTON

SEATTLE, WA

##### Graduate Student Research Assistant

Jan 2024 – Current

- Collaboratively built a coding schema to facilitate 2024 General Election rapid response efforts.
- Developed optical character recognition and image provenance pipelines for detecting and processing data from posters, memes, and other visual artifacts.
- Exploring LLM methods like zero-shot classification for machine-assisted content analysis.  
*Key skills: Python, OpenCV, NLP, qualitative coding, secondary research, research support*

#### DUO SECURITY (SPONSORED)

SEATTLE, WA

##### Usability Researcher

Jan 2024 – Mar 2024

- Conducted a heuristic evaluation of the Duo Mobile multi-factor authentication (MFA) experience.
- Designed usability testing protocols and survey questions for Duo users at the University of Washington.
- Synthesized data to create 3 usability recommendations for user trust and confidence.  
*Key skills: usability testing, surveying, data analysis*

#### HUMANA

REMOTE

##### Information Technology Intern

May 2022 – Aug 2022

- Analyzed chatbot error log data to discover user pain points.
- Drove usability improvements to chatbots through research findings from task analyses and affinity mapping.  
*Key skills: IBM Watson Assistant, AngularJS, PowerBI, Figma, log analysis, data visualization*

### HIGHLIGHTED PROJECTS

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#### UNIVERSITY BOOK STORE

Jan 2025 – Current

Service design work improving the textbook ordering process for customers and employees.

#### PLATFORM-LEVEL MISINFORMATION INTERVENTIONS ON TWITTER

Apr 2024 – Jun 2024

Three design interventions for fighting misinformation on Twitter/X.

#### VANISHING SPACES

Jun 2024 – Sep 2024

Brand and interaction design for a digital exhibit archiving the queer South. Volunteer work for a non-profit.

#### MEMORY ARCHIVE

Nov 2024 – Dec 2024

Experimental VR prototyping work done to bring a local Seattle business to a virtual audience.

### EDUCATION

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#### UNIVERSITY OF WASHINGTON, SEATTLE

SEATTLE, WA

MS Human Centered Design and Engineering /GPA 3.95

2023 – 2025 (Expected)

#### GEORGIA INSTITUTE OF TECHNOLOGY

ATLANTA, GA

BS Computer Science /GPA 3.96

2020 – 2023

### SKILLS

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**Programming:** HTML, CSS, JavaScript, Python, Java, Svelte, React, OpenCV, Huggingface

**Technical Skills:** Project Management, User Research, Wireframing, Iterative Prototyping, Journey Mapping, Usability Testing, Visualization, Data Analysis, Qualitative and Quantitative Research

**Research Methods:** Heuristic Evaluation, Secondary Research, Field Studies, Observational Studies, Contextual Inquiry, Survey Design, User Interviews, Affinity Mapping, Diary Studies, Competitive Analysis

**Tools:** Figma, Miro, GitHub, Tableau, Qualtrics, Adobe Suite