

# JOANNA CHIN

interaction designer | creative technologist

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## EXPERIENCE

### Verizon Open Innovation | New York, NY

Senior Product Developer | *August 2016-present*

Pioneering an artificial intelligence/chatbot system for the hospitality and retail industries. Serving multiple roles as UX designer, front-end web developer, and bot architect. Researched and developed use-cases within the target industries and created service design blueprints, high-level to detailed storyboards, and user journeys.

### Post from the Past | New York, NY

Co-founder & Product Manager | *November 2015-present*

Acted as product/team manager and development lead during intensive startup accelerator program. Developed three iterations of physical (fabricated) and digital (web app) prototype. Created user journeys, web app wireframes and visual designs, and narrative content. Currently managing the team and building partnerships.

### The New School | New York, NY

UX Designer/Researcher | *May 2016-August 2016*

Prototyped a forward-thinking, user-centered telecommunication product for Vonage. Worked on the visual and UX design, web development, and created UX research methodology.

### NYC Mayor's Office of Operations | New York, NY

Data Visualization & Design Intern | *June 2015-October 2015*

Worked as a designer and data visualization specialist for data coming out of the HHS Accelerator Program. Conducted and synthesized user interviews and created data visualizations that helped internal stakeholders better understand constituents' needs and the ways that the data could be understood and communicated.

### The New School | New York, NY

Narrative & UX Designer | *October 2014-December 2014*

Prototyped and pitched an integrated mobile and in-store navigation system for the Publicis Groupe "Retail Experience of the Future" NYC Media Lab Corporate Challenge. Worked on the visual and UX design and strategies for positioning the product and communicating the user journey.

### Americans for the Arts | Washington, DC

Program Coordinator | *September 2009-June 2014*

Managed Animating Democracy, a national program that strengthens civic engagement and social change through the arts. Core competencies from this position include communication and content strategy, building partnerships, presenting and facilitating workshops and meetings, and managing production schedules and diverse teams.

## EDUCATION



### Parsons School of Design | New York, NY

MFA Design & Technology

*July 2014-May 2016*

Program honors



### Stanford University | Stanford, CA

BA International Relations & minor Studio Art

*September 2004-June 2008*

Honors in Interdisciplinary Humanities

## EXHIBITIONS & AWARDS

**Kill Screen Intel Scholar** (2016)

**NYC Media Lab Combine Grant** (2016)

**Between Spaces: MFA Design & Technology Thesis Show** (2016)

**Demo at NYC Arcade** (2016)

**New Challenge Winner** (2016) and **New Challenge Finalist** (2015)

**Demo and Presenter at NYC Media Lab Summit** (2015 and 2016)

**Winner of A+E History Channel Design Jam** (2015)

Project coverage by *Mashable*, *The Guardian*, *Refinery29*, *Yahoo UK*, and *MTV* (2015)

**Presenter for Publicis Groupe "Retail Experience of the Future"** (2014)

**Winner of Red Bull Radical Design Jam** (2014)

**Parsons Provost's Scholarship** and **University Scholar's Award** (2014-2016)

## AREAS OF EXPERTISE

Interaction  
Design

Narrative &  
Content Strategy

Rapid  
Prototyping

Chatbots

Game Design

## TECHNICAL SKILLS

### Visual & motion design

Adobe Illustrator, Photoshop, After Effects, Premier

### UX/UI design

Sketch, Invision, Marvel, Figma

### Web development

HTML/CSS, JavaScript/JQuery, node.js, socket.io

### Prototyping & creative coding

Processing, Arduino, openFrameworks

### Game & VR development

Unity 5/C# & Oculus Rift