

carriechan

INTERACTION DESIGNER

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As an interaction designer, I am interested in looking to the underlying needs and wants of human beings, trying to solve problems in ways that might never have been thought of before.

education

Master of Design Carnegie Mellon University, Pittsburgh, PA | May 2008
Interaction Design

Honors Bachelor of Science University of Toronto, Toronto, Canada | May 2006
Specialist, Artificial Intelligence
Major, Computer Science
Minor, Linguistics

experience

Interaction designer | January 2008 – present
Client: The Mattress Factory Art Museum, Pittsburgh, PA

Part of a five member team responsible for redesigning the experience at the museum from three different perspectives: through the visitor, the artist, and the museum employees.

Service design researcher | Summer 2007
IBM T.J. Watson Research Center, Hawthorne, NY

Developed new ways for visualizing service engagements from the customer perspective, including how to map emotion and satisfaction. Helped educate and advocate design in the corporate setting.

Work was accepted to the DMI Education Conference 2008.

Interface design researcher | Summer 2006
Pittsburgh Science of Learning Center & Carnegie Mellon University, Pittsburgh, PA

Researched, tested, and redesigned the interface for a set of cognitive tutor authoring tools. The final design allowed a more productive, friendly, and fulfilling experience for the user.

selected projects

Parent Experience at Pittsburgh Children's Hospital | Masters Thesis project, 2007–08
Researching the current state of parents' experiences at Pittsburgh Children's Hospital. Interested specifically in the relationship between emotion and information flow during a typical hospital journey. Goal is to develop a product, service, or system that will enhance parent education at the hospital to improve overall experience.

Motorola Mobile Media Life | Spring 2007
Team strategist in developing a product in collaboration with Motorola by fusing community and multimedia that will help people become skilled at enjoying, producing, and interacting with rich media in their environment.

Microsoft Design Challenge: Health and Wellness | Spring 2007
Team lead in developing a service that will ultimately empower short term hospital patients during their stay. Explored issues of communication, activities, relationships, trust & privacy between patients and practitioners to find an opportunity for a design.

enLight digital music player for elders | Fall 2006
Team lead in designing, developing and prototyping a digital music player for the active elder population. Explored issues of emotional connection between people and music, as well as how music can make people feel better about the social roles they enact.

publications

Spraragen, S. and Carrie Chan. "Service Blueprinting: When Customer Satisfaction Numbers Aren't Enough". DMI Education Conference 2008.

methods

User research, Competitive Analysis, Brainstorming, Persona Development, Contextual Inquiry, Interviewing, Creating new research activities, Concept Development, Scenario Development, Prototyping, Concept validation, Video production

tools

Actionscript, After Effects, CSS, Dreamweaver, Flash, HTML, Illustrator, InDesign, Java, Photoshop, Microsoft Office, Mac/Windows