

# Timmy Chiu

## Product Designer | UX Strategist

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### education

#### Carnegie Mellon University

08/2019 - 08/2020

School of Computer Science  
Master of Human-Computer Interaction  
GPA: 4.12

#### Savannah College of Art and Design

09/2014 - 06/2018

BFA in Visual Effects  
Minor in Technical Direction  
GPA: 3.88

### experience

#### Intuit | Senior Product Designer

05/2022 - Present

*Full-time*

- Intuit Futures - Developing and incubating emerging technologies, user experiences, capabilities and products that have the potential to be transformative to customers and businesses.

#### C3 AI | Product Designer

08/2021 - 04/2022

*Full-time*

- Leading the design with integrating ML for a geospatial tracker and data analysis tool for the Space Force to track entities over time.
- Designed an application for the Missile Defense Agency to analyze kinetic data generated from models to significantly reduce turnaround time and cost.
- Assisted in closing a 500M deal with the Department of Defense.
- Leading team-wide initiatives such as standardizing evidence packages to create consistency in products across different verticals.

#### Interactions LLC | Product Designer

07/2021 - 01/2022

*Part-Time, Contract*

- Designed a future facing interface to help Intelligent Virtual Assistants delegate tasks in order to reduce the need for real live agents.

#### Hiretual | Product Designer

11/2020 - 07/2021

*Full-time*

- Strategizing and building an end-to-end flow for integrating with the first private database and expanding the pool by 64M+ profiles.
- Scaling the design team to six designers and supporting the output for seven independent product lines utilizing design specs for efficient handoffs.

#### Zazzle, MHCI Capstone | Product Designer

01/2020 - 08/2020

*Carnegie Mellon University*

- Lead project planning activities in an interdisciplinary team to facilitate live and innovative remote research to explore the nebulous domain of creativity.
- Established a system of modes to help reorganize existing Zazzle tools to foster a more active and exploratory creative process based on 6 months of research.
- Generated delightful brainstorming activities to help users overcome the “blank canvas dilemma” and jumpstart their creative projects, ultimately increasing the possibility of sales of products.



I am an end-to-end product designer leveraging both my design and technical background to solve complex problems. My insatiable curiosity has led to a breadth of experiences that enable me to thrive in ambiguous environments. Together we'll use data to build the right thing. For the right reason. For the right people.

### skills

#### Design

A/B Testing, Customer Journey Maps, Microinteractions, Personas, Rapid Prototyping, Reverse Assumptions, Service Design, Wireframing

#### Research

Affinity Diagramming, Competitive Analysis, Contextual Inquiry, Observe & Intercept, Speed Dating, Storyboarding, Think Aloud Protocol, Usability Testing

#### Programming

HTML, CSS, Javascript, C#

#### Personal

3D Printing, Mediocre Cooking, Photography

### software

#### Design

Figma, Invision, Adobe Creative Suite, Voiceflow, Whimsical

#### 3D

CURA, Maya, Nuke, Mari, ZBrush, Marmoset Toolbag

### awards

SIGGRAPH 2017 Student Work Exhibit  
The Rookies Scholarship Finalist (2017)  
SCAD Homepage: Featured Project  
SCAD Academic Scholarship  
SCAD Artistic Scholarship