Xu, Shuang (Susan)

This resume is available online at http://www.geocities.com/shuangxu/Resume-ShuangXu.doc

Contacts

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Objective

As a highly motivated, creative, and dedicated usability researcher with 8 years' experience in R&D and human Factors consulting, I am seeking a position where I can provide my expertise to improve users' satisfaction and experience.

Research Interests

• Human-Computer Interaction
• Multi-modal Information Presentation

• Mobile & Web Usability
• User Experience Design

Experience

• **08/2005~03/2009:** *Senior Staff Research Engineer in Human Factors and Interaction Design*   **Motorola**
  2008~2009: Human Factors Research & Design, Consumer Experience Design, Libertyville, IL.
  2005~2008: Experience Design and Prototyping Lab, Human Interaction Research Center, Schaumburg, IL.
  My research activities at Motorola include:
  - Identify and gather user needs and requirements from various business units;
  - Create personas, storyboards, conceptual prototypes, or participatory design to capture desirable user experiences;
  - Design, coordinate, and conduct user studies (focus groups, paper prototyping, surveys, interviews, usability testing, etc.) to validate and evaluate the conceptual design;
  - Collect and analyze log data and user's feedbacks from the usability studies;
  - Incorporate findings from user studies into design concept and iteratively improve the experience design;
  - Communicate usability recommendations with the development team and stakeholders;
  - Serve on the patent review committee.

• **09/2000~06/2005:** *Adjunct Faculty | Research & Teaching Assistant*   **DePaul University**
  School of Computer Science, Telecommunications, and Information Systems, Chicago, IL
  2004~2005: Teaching HTML, XHTML, CSS, DOM, DHTML for web development as an adjunct faculty member.
  2000~2005: Working as a research & teaching assistant for courses such as Web Applications Development, Advanced Scripting Technologies, Design and Strategies for Internet Commerce, E-Commerce Web Site Engineering, etc.
  As a junior Human Computer Interaction researcher, my research activities include:
  - Developing research hypotheses based on extensive literature & marketing reviews;
  - Defining target user demographic and experiment methodologies to validate research hypotheses;
  - Prototyping usability testing environment for controlled experiments;
  - Conducting research experiments to collect users' performance and satisfaction;
  - Performing statistic analysis to evaluate the usability performance of the proposed interaction systems;
  - Presenting findings at various research conferences on Human Factors, Information Systems, and User Experiences;
  - Serve on the personnel committee.

• **06/2003~08/2003:** *Usability Consultant*   **United Nations**
  Office of Information System Technology, United Nations Development Programme, New York City, NY
  My responsibilities at the Portal Web Service Unit include:
  - Partnering with internal business units and development team to design and deploy innovative web experiences;
  - Transforming user needs, business objectives, and technology capabilities into site experience requirements;
  - Building information architecture models that specify content hierarchical structures and navigation systems;
  - Documenting design details with low-fidelity prototypes, storyboards, wire-frames, site maps, and information flows;
  - Validating interaction design iteratively with user acceptance testing;
  - Evaluating usability of new and existing web experiences;
  - Recommending improvements to enhance user experience based on research findings and usability standards.

• **06/1998~08/2000:** *Senior Engineer*   **Nanjing Cable Television Network**
  Department of Multimedia Technology & Development, Nanjing, China
  I was responsible for (1) the development and usability evaluation of the Web site of Nanjing Cable Television Network; and (2) the establishment and maintenance of a 3D Animation and Nonlinear Editing System on SGI workstation.

Prototyping Skills

	Expert Level	Intermediate Level
Programming Languages	DOM, HTML, DHTML, CSS, VB, VB Script, ASP, Java Script.	XML, ASP.NET, Java, C++.
Software/Applications	Flash, Photoshop, Illustrator, DreamWeaver, Microsoft Office Suite (Word, PowerPoint, Excel, Visio, Access, FrontPage).	Fireworks, Director, Maya, 3D Max Studio.

Education

- **09/2000~08/2005   GPA: 4.0/4.0** (Ph.D. in Computer Science)
  School of Computer Science, Telecommunication and Information, DePaul University, Chicago, IL, USA.
  Major: ***Human Computer Interaction*** (user-centered design in web development, usability issues on mobile devices, multi-modal information presentation).
- **09/1995~07/1998   GPA: 92/100** (Master degree of Engineering)
  Computer Science Department, Nanjing University, China.
  Major: ***Computer Science*** (computer graphics and multimedia technology).
- **09/1991~07/1995   GPA: 90/100** (Bachelor degree of Engineering)
  Department of Computer Science and Technology, Zhejiang University, China.
  Major**: *Industrial Design*** (*enrolled in an honored program with only top 2% students.)

Patents

- **Xu, S.** and Collins, T. "Method and Apparatus to Facilitate Depicting an Object in Combination with an Accessory". Filed on August 2, 2007. Application No. 11832965. Patent No. 20090033667.
- **Xu, S.** "iMap – An Integrated Map Experience on Mobile Devices". Pending.
- **Xu, S.** and Ma, C. "Virtual Sphere Control on Mobile Devices". Filed on November 17, 2008.

Publications (partial list)

- **Xu, S.** (2009). Understanding Users' Perception of Speech Recognition Errors in Mobile Communication. To appear in the *International Journal of Mobile Learning and Organisation*.
- **Xu, S.**, Fang, X., Brzezinski, J., and Chan, S. (2008). Development of a Dual-Modal Presentation of Texts for Small Screens. *International Journal of Human Computer Interaction*, 24(8), 1-18.
- **Xu, S.**, Basapur, S., Ahlenius, M., and Matteo, D., (2007) An Empirical Study on Users' Acceptance of Speech Recognition Errors in Text-messaging. J. Jacko (Ed.): *Human-Computer Interaction*, Part III, LNCS 4552, pp. 232–242.
- Fang, X., Brzezinski, J., **Xu, S.**, and Chan, S. (2006). A study of the feasibility and effectiveness of dual-modal information presentations. *International Journal of Human Computer Interaction*, 20(1), 3-17.
- Fang, X., Chan, S., Brzezinski, J., and **Xu, S.** (2005). Moderating Effects of Task Type on Wireless Technology Acceptance. *Journal of Management Information Systems*, Winter 2005-6, 22(3), 125-160.
- **Xu, S.**, Fang, X., Brzezinski, J., and Chan, S. (2004). Dual-Modal Presentation of Sequential Information. In *Proceedings of the 3rd SIGHCI in MIS Research Workshop, International Conference on Information Systems*, 95-99.
- **Xu, S.**, Fang, X., Chan, S., and Brzezinski, J. (2003). What Tasks are Suitable for Handheld Devices? In *Proceedings of the 10th International Conference on Human-Computer Interaction*: Theory and Practice, 2, 333-337.
- Chan, S., Fang, X., Brzezinski, J., Zhou, Y., **Xu, S.**, and Lam, J. (2002). Usability for Mobile Commerce across Multiple Form Factors. *Journal of Electronic Commerce Research*, 3(3), 187-199.
- Fang, X. and **Xu, S.** (2001). Design for Better Information Searching. In *Proceedings of the 9th International Conference on Human-Computer Interaction*, 848-852.

Please visit http://condor.depaul.edu/~sxu/CV-Shuang.htm#Publications **for a complete list of my publications.**

Professional Affiliations

- SIGCHI.   • UPA.   • HFES.   • SIGHCI.   • AIS.

Honors & Awards

- Research grants from the School of CTI, DePaul University, 2005
- Doctoral grants from the School of CTI, DePaul University, 2000 ~ 2005)
- Excellent service in Personnel (Tenure Track) Committee of DePaul CTI, 2002
- Guang Hua Scholarship, Second Prize, 1997
- Hua Wei Scholarship, first Prize, 1996
- Privilege to enter the graduate program at Nanjing University, waived of the admission test, 1995
- Honored as Excellent Graduate Student of Zhejiang Province, 1995
- Guang Hua Scholarship, Second Prize, 1994
- Zhejiang University Scholarship for 4 consecutive years, 1991~1995
- Freshman Scholarship of the National Entrance Examination for Universities, 1991

Languages

- English: Fluent.
- Chinese (mandarin): Fluent.
- German: Fair in reading.
- Japanese: Fair in daily conversation.

References

Name	Organization	Phone	Email
• Deborah Matteo	Motorola Labs	630-2674743	deb.matteo@yahoo.com
• Xiaowen Fang	DePaul University	312-3625206	xfang@cdm.depaul.edu
• Mitchell Toomey	United Nations	212-9065196	mitchell.toomey@undp.org