



# V!cky Chhi

RESEARCHER / ANALYST

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## Summary

Experienced Research Assistant III with over a year of tenure at the Planning, Research, and Institutional Effectiveness department of San Diego College of Continuing Education. Offering a Master of Science in Design in Interaction Design from Arizona State University. Demonstrates a steadfast commitment to diversity, equity, and inclusion protocols. Possesses exceptional skills in conducting both quantitative and qualitative research, as well as expertise in design, education, writing, and communication. Proficient in a range of software and tools, including Microsoft Office, Power BI, Tableau, SPSS, Hyperion, Survey Monkey, Qualtrics, and Adobe Creative Suite. Adaptable across various operating systems, including Windows, macOS, Android, and iOS. Fluent in English, Taiwanese, and Mandarin, facilitating effective cross-cultural communication.

## 🏆 2023 SDCCE People's Choice Innovator

Recognized for designing the transformative Student Equity Access Dashboard and creating compelling visual presentations of complex data. This award not only showcases a proven record of leveraging creativity, problem-solving, and design acumen for impactful solutions, but also signifies a dedication to innovation, collaboration, and positive change in access rate.

## Experience

### Research Assistant III

San Diego College of Continuing Education | Mar 2022 – Present

- Design and program surveys
- Collect, manipulate, analyze, interpret, and validate data
- Create research reports, dashboards, and presentations, employing graphic design and web development skills when necessary

### UX Researcher / Designer / Web Developer / Translator

Freelance | Mar 2014 – Present

- Research and develop solutions for digital and physical product challenges and business strategies, ensuring optimal user experiences and outcomes
- Create personalized or customized artwork
- Utilize Content Management Systems to build websites for small businesses, including tutorial sessions to enable future content updates
- Translate documents between English, Taiwanese, and Mandarin, ensuring efficient transactions
- Provide interpretation services for business trips

## Education

### Master of Science in Design in Interaction Design

Arizona State University | Graduated in August 2013

- Applied Project (thesis): Improve Human Interaction of Online Creative Education by Integrating Video Gaming Experience
- GPA: 3.93 (Summa Cum Laude)

### Bachelor of Fine Arts in Visual Communications

University of Arizona | Graduated in May 2008

- GPA: 3.567 (Cum Laude)

### Teaching Assistant

Arizona State University | Jan – Dec 2012

- Provided feedback throughout project processes
- Graded student projects
- Critiqued student works to foster their growth and potential
- Mentored students

## Skills



Expertise: Research, Design, Problem-solving, Education, Tutorial, Writing, and Communication



Software: Microsoft Office, Power BI, Tableau, SPSS, Hyperion, Survey Monkey, Qualtrics, Adobe Creative Suite, OmniGraffle, Microsoft Teams, Zoom, Google Meet, and LogMeIn



Programming: CSS, HTML, JavaScript, jQuery, PHP, MySQL, Responsive web design, Content management system, InVision

## Multilingual

Fluent in multiple languages, proficient in listening, speaking, reading, and writing, enabling effective cross-cultural communication and comprehension.

