

Emily C. Chen

DATA ANALYST · INDUSTRIAL DESIGNER · UX/UI DESIGNER

Fremont, CA

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Work Experience

Nuro

Mountain View, CA

SOFTWARE QUALITY OPERATIONS SPECIALIST

March 2022 - November 2022

- Utilized proprietary 3D visualization tools.
- Diagnosed the cause of unexpected behavior in self driving robots.
- Collaborated with engineers to determine severity, categorized each problem, and escalated important issues as necessary.
- Assisted with enhancing triage tools to improve the overall quality of life for the team.
- Regularly communicated with other teams to find room for improvement.

Tesla

San Mateo, CA

CHIEF QUALITY OFFICER

September 2021 - March 2022

- Conducted daily morning syncs with the team to raise the team's overall quality.
- Hosted weekly workshops to improve the team's overall output.
- Ensured communication between teams so everyone is on the same page.
- Maintained quality by identifying and resolving issues through the evaluation of documentation for guidelines and performance analytics.
- Compiled design improvements for user friendly interface by collaborating with engineers, leads, supervisors, and project managers.
- Made judgement calls on difficult edge cases.

DATA ANALYST

September 2020 - September 2021

- Trained deep neural networks by analyzing, processing, and editing 2D and 3D images to improve the A.I. neural network.
- Collaborated cross-functionally across teams to improve production of A.I. training sets.
- Gained computer vision and machine learning expertise to make judgement calls on difficult edge cases.

Kwan Wo Ironworks Inc.

Hayward, CA

OFFICE MANAGER/ADMINISTRATIVE ASSISTANT/HUMAN RESOURCE

March 2020 - September 2020

- Supervised and coordinate overall administrative duties.
- Responsible for prequalification and project bid packages.
- Conducted recruitment efforts, new employee orientations, and exit interviews.
- Administered benefits to employees.
- Handled employee internal relations. Written disciplinary action reports when necessary.
- Monitored employee work results with bi-annual employee evaluations.
- Implemented new policies for continuous improvements in departments.
- Maintained compliance with federal and state regulations concerning employment.
- Quality Assurance Assistant (AISC).
- Member of SHRM, CPR Certified 2020-2022.

Apple (Apex)

Sunnyvale, CA

DATA ANALYST (CONTRACT)

July 2017 - February 2018

- Performed analytical, methodical and QA related tasks.
- Navigated through 2D-3D environments.
- Identified and recorded problems, conveyed problems to other team members, worked with large datasets.
- Prioritized competing demands, learned new software quickly.

Skills

Solidworks, Keyshot, Photoshop, Illustrator, InDesign, Lightroom, Adobe XD, Ux/UI, Figma, Adobe Cloud, Design Research, Market Research, 3D Printing, CNC, Photography, Graphic Design, CMF, Photography, Prototype, Office Suite, Microsoft Word, Excel, Power Point, LaTeX.

English (Native), Chinese/Mandarin (Fluent).

Honors & Awards

2017 **Finalist**, IDEA Design Award



San Jose, CA

Education

San Jose State University

San Jose, CA

B.S. IN INDUSTRIAL DESIGN

2012 - 2017

- Member of IDSA and DFA