

Chaoyuan Luo

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Education

Georgia Institute of Technology	Atlanta, U.S.
MS in Human-Computer Interaction, College of Computing	2019.8-2021.5
Tsinghua University	Beijing, China
BA in Economics and Finance, School of Economics and Management	2014.9-2019.7

Professional Experience

Ant Group	Shanghai, China
User Experience Design Intern, International Business Group	2020.5-2020.8

- Planned the user research project to propose strategic advice for Alipay's penetration into Chinese students abroad
- Re-structured the user flow of Alipay Tuition Payment for Studying Abroad, iterated steps and pages with low conversion rates based on usability testing and backend data
- Analyzed problems facing international merchants in integrating with Alipay Online Payment, summarized the complete process flow to draft plans for improving conversion rates and durations of the integration process, re-designed client-side system interface

Georgia Institute of Technology	Atlanta, U.S.
Data Analytics Assistant, Office of the Executive VP for Research	2020.1-2020.5

- Studied the research funding system of US universities and researched Georgia Tech leaders' needs for financial data in research management; designed data dashboards to drive more informed decisions

Tencent	Beijing, China
Product Management Intern, WeChat Voice Assistant (WXG)	2019.3-2019.7

- Optimized the music skill: raised the accuracy of tag searches from 66.6% to 92%; abstracted key music metadata to improve music pushing
- Analyzed user feedback and compared competitive products to build the VUI skill of trash-sorting, as well as improve skills of encyclopedia and delivery tracking

University of California, Irvine	Irvine, U.S.
Software Development Intern, Donald Bren School of Information and Computer Science	2018.7-2018.9

Developed an Angular-based web application, delivered functions including user registration, info updates, and pairing

- Structured UML Class Diagram and Sequence Diagram, fulfilled the basic structure and execution logic with JavaScript
- Coded front-end pages with HTML and CSS based on wireframing, standardized UI with Material Design

DiDi	Beijing, China
Business Analyst Intern, Strategy Department	2016.12-2017.3

- Built cost analysis model for DiDi Hitch, calculated the cost and margin based on key variables, proposed strategic advice in realizing the gross margin potential of DiDi Hitch
- Calculated market potential scores of car-hailing in 662 Chinese cities by quantifying socioeconomic factors, provided a quantitative reference for improving DiDi's market penetration in all provinces

leap.ai	Santa Clara, U.S.
Business Analyst Intern	2016.6-2016.8

A startup in intelligent recruiting, acquired by Facebook in 2019

- Proposed strategies for entering the student-side market by researching 24 top-tier US universities, assisted the company in attracting 2400+ users from 17 universities
- Composed a research report of the employer-side market, including HR-related information of 300+ US technology companies

Course Projects

Georgia Tech Printing System	2019.8-2019.12
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- Drafted agendas for all team discussions and client meetings, managed discussion flows and the general project schedule
- Designed the feature of printer map; planned and moderated usability testing

Georgia Tech College of Computing Website	2019.8-2019.12
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- Organized interviews with both target users and domain experts to analyze faculty members' needs
- Led the redesign of the site navigation, reducing navigation elements by 38.18% while increasing task success rate by 58%

Extracurricular Activities

Summer Camp "Alebrije" International Volunteer	Huixquilucan, Mexico	2017.7-2017.8
AIIESEC in THU Local Committee President	Beijing, China	2017.6-2018.6
International voluntary teaching project "Dare To Dream 2015" Team Leader	Leiyang, China	2015.7-2015.8

Other Information

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- Language skills: Chinese(native), English (fluent, TOEFL iBT:112/120, GRE: 329/340), Spanish(basic)
 - Computer skills: Python/Java/C++/SQL; HTML/CSS/JavaScript (Angular, D3.js); Sketch/Axure RP/Figma; 3DS MAX; Microsoft Office
 - Hobbies: Travelling, Reading (history), Sports (long-distance running, Convict Conditioning), Console games

罗超元

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教育背景

佐治亚理工学院 计算机学院 硕士, 人机交互	美国 亚特兰大 2019.8-2021.5
清华大学 经济管理学院 学士, 经济与金融	中国 北京 2014.9-2019.7

工作经历

蚂蚁集团 国际事业群 用户体验设计实习生	中国 上海 2020.5-2020.8
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- 策划出境留学生用户研究项目, 为支付宝拓展境外市场提供策略建议
- 重构支付宝留学缴费功能的使用流程, 根据用户测试和后台数据重点优化流失率高的步骤/界面
- 分析海外商户接入支付宝线上收单中的问题, 基于整体流程梳理提出提高转化率、缩短用时的方案, 改进商户端系统界面

佐治亚理工学院 常务副校长(主管科研)办公室 数据分析助理	美国 亚特兰大 2020.1-2020.5
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- 研究美国高校科研经费制度及本校各级领导在科研经费管理中对数据的需求, 设计数据面板, 推进科研管理中的科学合理决策

腾讯 微信事业群 小微语音助手 产品经理实习生	中国 北京 2019.3-2019.7
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- 优化音乐技能逻辑: 将标签点歌准确率从66.6%提高到92%; 抽象影响播放体验的关键单曲元数据以改进音乐推送功能
- 分析语音技能的用户反馈与竞品, 设计垃圾分类技能, 改进百科问答、快递查询技能

加利福尼亚大学欧文分校 计算机与信息学院 软件开发实习生	美国 欧文 2018.7-2018.9
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- 开发基于Angular的网页应用, 实现用户注册、信息修改、导师-学员配对等功能
- 构架UML类图、时序图, 通过JavaScript实现程序的基本结构和执行逻辑
- 编写HTML/CSS, 基于线框草稿实现前端页面, 以Material Design统一界面风格

滴滴 战略部 商业分析实习生	中国 北京 2016.12-2017.3
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- 搭建滴滴快车成本分析模型, 拆解关键变量计算成本、利润, 提出实现快车毛利空间的策略建议
- 策划网约车市场潜力评估方案, 基于社会经济因素搭建量化模型, 分析中国662座城市的网约车发展潜力, 为在各省提高渗透率提供数据参考

leap.ai 商业分析实习生	美国 圣克拉拉 2016.6-2016.8
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- 经营智能招聘的创业团队, 2019年被脸书收购
- 分析24所美国一流大学基本情况, 设计向学生市场推广招聘软件的策略, 协助公司成功进入17所大学并吸引到2400+注册用户
- 调查美国300+科技企业的人力资源情况, 撰写雇主市场调研报告

课程项目

佐治亚理工学院 校园打印系统改造	2019.8-2019.12
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- 为所有组内讨论和客户会议起草大纲, 把控讨论流程和项目整体时间线
- 设计打印机地图功能; 策划并主持可用性测试

佐治亚理工学院 计算机学院官网改造	2019.8-2019.12
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- 组织用户/专家访谈, 分析教工用户需求
- 领导团队重构网站导航, 将导航栏目减少38.18%, 将测试任务成功率提高58%

课外活动

“Alebrije” 夏令营 国际志愿者	墨西哥 威斯基鲁康 2017.7-2017.8
AIIESEC清华分会 主席	中国 北京 2017.6-2018.6
“幸福微梦想2015” 中外支教团 团长	中国 耒阳 2015.7-2015.8

其它信息

- 外语: 英语(流利, 托福 112/120, GRE 329/340); 西班牙语(基本)
- 计算机: Python/Java/C++/SQL; HTML/CSS/JavaScript(Angular,D3.js); Sketch/Axure RP/Figma; 3DS MAX; Microsoft Office
- 兴趣爱好: 旅行; 阅读(历史); 运动(长跑、无器械健身); 单机游戏