

# ALLISON CHEN

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## EDUCATION

**Loyola Marymount University | Los Angeles, CA | Pre-Medical Post-Baccalaureate Program** **June 2024 - July 2025**

*Cumulative GPA: 3.94*

*Relevant Coursework: General Chemistry 1&2, Organic Chemistry 1&2, Biology 1&2, Physics 1&2, Biochemistry 1*

**University of California, Berkeley | Berkeley, CA**

**August 2018 - May 2022**

*College of Letters and Science | B.A. Psychology | B.A. Art Practice | Berkeley Certificate of Design Innovation (BCDI)*

*Cumulative GPA: 3.631*

*Relevant Coursework: Foundations of Data Science, Research and Data Analysis, Clinical Psychology, Health Psychology*

## WORK EXPERIENCE

**Premier Dental Sedation Specialists | Diamond Bar, CA - Medical Assistant/Anesthesia Support** **May 2026 - Present**

- Assisted 1-2 anesthesiologists with airway management, mask ventilation, and patient sedation across 3 daily long-term dental procedures, supporting an average of 6 patients per week alongside a team of 6+ dental specialists/assistants
- Provided specialized care for high-needs patient population with severe intellectual and developmental disabilities (Down syndrome, autism spectrum disorder, cerebral palsy, etc.) using patient-centered approaches to ensure procedural safety
- Performed pre-operative EKGs and conducted individualized patient consultations for every procedure, covering anesthesia protocols, expectations, and post-operative care instructions, ensuring clear expectations between anesthesiologist and patient
- Maintain 3 procedure rooms per shift with an average 10-minute turnaround, upholding sterile environments and patient safety

**In-Home Supportive Services (IHSS) | Newport Coast, CA - IHSS Provider** **January 2024 - January 2026**

- Delivered 40+ hours/week of in-home personal care over 2 years, assisting one patient with grooming, hygiene, mobility, and daily living activities on a consistent full-time basis, acting as primary support for physical needs and social engagement
- Accompanied patient to 1-2 medical appointments monthly, translating basic medical information into Mandarin in real time
- Facilitated safe transfers and navigation of public spaces and vehicles, maintaining patient independence and quality of life

**ACES ABA - Autism Therapy Center | Irvine, CA - Registered Behavioral Technician** **September 2023 - June 2024**

- Accumulated 1,300+ hours of direct clinic and in-home ABA therapy with 3+ clients with severe Autism Spectrum Disorder
- Documented 30+ behavioral targets in real time via CentralReach, tracking client progress against individualized treatment plan goals and flagging patterns for BCBA review and plan adjustment while maintaining HIPAA-compliant records
- Communicated regularly with parents and collaborating BCBA's to provide updates on patients progress, explain treatment plan goals, and ensure continuity of behavioral strategies between in-office sessions and home environments

**Apex Desk | City of Industry, CA - Associate UX Designer** **May 2022 - August 2023**

- Conducted end-to-end user research and usability testing across 2 cross-functional teams, recruiting 30+ participants, moderating 15+ sessions, and synthesizing findings into actionable design recommendations adopted across 3 product cycles
- Produced 10+ reports, data visualizations, and visual mockups to communicate usability trends and customer experience metrics, presenting actionable insights to product and business stakeholders during weekly design reviews
- Collaborated across full development cycles from research through implementation, maintaining design consistency across web and mobile platforms, contributing to 20% increase in user engagement and reducing workflow drop-off rates post-launch

## LEADERSHIP

**Innovative Design @ UC Berkeley - Vice President of Publicity** **February 2020 - May 2022**

- Led social media marketing and external communications as VP, managing brand presence across platforms and campaigns to increase visibility, growing social media by 200% over multiple platforms (Instagram, Facebook, Twitter, Behance)
- Created logos, branding materials, and graphic deliverables for 4 on-campus and 2 off-campus clients, as the leader of a team with 6 designers, communicating and satisfying client needs throughout a 2+ year tenure as a staff designer
- Hosted 'Adobe Illustrator and Photoshop' and 'How to Draw Animal Crossing Characters' workshops to 50+ students as a Teaching Assistant, providing hands-on technical support and fostering an inclusive learning environment for beginners

## PROJECTS

- **Heirloom: Digital Family Cookbook** - Conducted user research across 23 survey participants and 10 interviews, translating findings into low/high-fidelity Figma prototypes; achieved 85% user satisfaction across 12 usability test participants
- **South Kitsap Lacrosse** - Redesigned nonprofit lacrosse website after conducting 6 user interviews; restructured information architecture and navigation, resulting in 27% faster information retrieval and 20% increase in registration efficiency
- **MinkoMind: Gamified Focus App** - Led full UI design and UX research for a student productivity app, conducting 6 interviews and iterating through 3 rounds of usability testing to refine navigation and validate user flow in Figma

## SKILLS

**Technical Skills** - Figma, Adobe Creative Suite (Illustrator, Photoshop, InDesign), HTML/CSS, Microsoft Office Excel and Word

**Relevant Skills** - Quantitative/Qualitative research, User Research, Usability Testing, Patient Communication, Attention to Detail