



## RESUME

# SUZANNE CHOU PHD

DESIGN RESEARCHER + FACILITATOR + STRATEGIST

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## RELEVANT EXPERIENCE

Present

### CENTER FOR SOCIALLY ENGAGED DESIGN (C-SED)

**Senior Facilitator**, Ann Arbor | Remote

- » Facilitate design sprints with strategic director, Ann Verhey-Henke, to gather thought leaders and creatively stimulate ideation and collaboration across a variety of fields
- » Teach & co-facilitate student workshops on ethical design practices (e.g. engaging stakeholders, ideation, prototyping)
- » Manage group dynamics, detailed logistics, and clear communication around facilitated experiences
- » Co-created a full-day [Innovation Salon](#) with UM and the City of Ann Arbor over 2 months to build collaboration between 50+ stakeholders in the drinking water industry

**Socially Engaged Design Consultant**, Ann Arbor | Remote

- » Guide early-stage entrepreneurs and sustainable design project teams in their project development processes
- » Introduce tools and practices around stakeholder analysis and engagement, ecosystem mapping, and user research

**Design Research Lead, Summer Studio 2019**, Ann Arbor

- » Led a design team through 70 interviews with water sector stakeholders (e.g. community organizers, elected officials, regulators) to understand ways to increase collaboration
- » Generated [4 tools](#) rooted in data to help stakeholders understand others in the field to foster partnerships

2020

### GINSBERG CENTER, COMMUNITY SERVICE + LEARNING

**Community Engagement Lead Liaison**, Ann Arbor | Remote

- » Lead workshops for students and professionals in higher ed to teach equitable community engagement practices, including how to reach out, engage, and maintain relationships with community members and organizations

2020

### GLOBAL DESIGN LAB - PHD

**Design Process Researcher**, Ann Arbor | Thailand | Chile | Rwanda

- » Produced, managed, and recruited for research on design processes to understand how to improve the ways we design
- » Developed a framework for identifying ways "designer context" (e.g. social identities, team composition) influences design work to facilitate reflection in engineering design
- » Collaborated with community health workers, behavioral economists, occupational health experts, and public policy experts over 3 years in Thailand and Chile to evaluate ways to improve working conditions for informal electronic waste workers in Thailand and develop and test an intervention

2016

**Community Workshop Designer + Facilitator**, Ann Arbor

- » Channeled academic design research into an approachable community workshop series on ideation and prototyping, educating 35 local families on creative problem solving
- » Co-created the experience with the Ann Arbor District Library over 5 months to ensure smooth programming

## EDUCATION

PHD DESIGN RESEARCH  
Mechanical Engineering  
University of Michigan  
2016 - 2020  
Received MSE in 2019

BS MEDICAL DEVICE DESIGN  
Bioengineering  
UC Berkeley  
2011 - 2015

## PROFESSIONAL TRAINING

- » [Conversation Facilitation Training 2021, Oregon Humanities](#)
- » [Portland Social Impact Lab 2020, Design Team Lead](#)
- » [Institute for Social Change 2020](#)
- » [Design Thinking for the Social Sector Certification 2019](#)
- » [Dow Sustainability Doctoral Fellowship 2019, \\$15,000](#)

## AREAS OF EXPERTISE

- » Equitable design
- » Design strategy
- » Design research
- » Facilitation
- » Project management
- » Community building
- » Collaborative leadership
- » Analytical problem-solving

## SELECT PROJECT AWARDS

- » [ArtsEngine 2020: Digital Exhibit, \\$3,000](#)
- » [Campus of the Future Finalist 2017, \\$2,000](#)
- » [Stanford Center on Longevity Design Challenge 2015, 2nd Place, \\$5,000](#)