

## SKILLS

### User Research & Data Analysis

Surveys, A/B testing, usability testing, notetaking, competitor research, affinity diagramming, user journeys

### Design

Miro, Figma, sketching, wireframing, flowcharts, interactions, prototyping, annotation, knowledge of modern design principles

### Development

HTML, JavaScript, CSS, React.js, Material Design, Tailwind, .NET, SQL

### Leadership

Project coordination, stakeholder management, presentations

## EDUCATION

### UX Professional Diploma

Awarded May 2024

UX Design Institute (Accredited by Glasgow Caledonian University)

### BA Applied Computer Science

Awarded December 2016

Kennesaw State University  
*Magna Cum Laude*

## WHAT DRIVES ME?

### PASSION

Passion fuels my output. I care deeply about my users and their ability to achieve their goals.

### COMPASSION

I focus on the impact each product will have on the needs, emotions, and understanding of my users.

### CURIOSITY

Why does engagement dip during this process? Why are our competitors so successful? Why is adoption lower than anticipated? My curiosity and love for discovery fuels effective research and problem-solving.

# CHELSEA VIDRINE

## UX Research/Design & Web Development

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## My Mission

I am a UX researcher and designer with 7+ years of experience as a software engineer. I have professional experience communicating with stakeholders and UX leaders to translate user needs into functional interfaces that both drive positive user engagement and meet business objectives. I'm looking to take the next step in my career and grow my UX skills with an innovative and forward-thinking business.

## Career Experience

### Software Engineer at Aaron's

March 2018 – currently employed

- **Solved Business Problems through Leadership**  
Took responsibility during the pandemic by leading the development on a fully remote web application which allowed stores to do business with customers without direct physical contact, increasing the percentage of closed deals by 60% during the height of the pandemic and an additional 40% since 2022.
- **Engineered Effective Customer Experiences**  
Developed and supported products which drive customer acquisition, onboarding, and retention. I reduced rental application drop-out rate and average completion time by 50% through effective, intuitive, user-focused UI design.
- **Collaborated Daily in an Agile (Lean) Environment**  
Together with a team of talented managers, designers, and developers, I've iterated to design, develop, test, and deploy solutions quickly. Working closely with our Payments team, I've deployed software which has been used to enroll nearly two million customer agreements in auto-pay.

### Quality Assurance (QA) Professional at MiMedx

December 2014 - March 2018

- **Demonstrated Excellent Quality Control and Data Accuracy**  
Reviewed and validated product processing records, ensuring SOP compliance and reducing error in product release
- **Improved Team Process and Efficiency**  
Implemented a digital platform for task management and team communication and collaboration, nearly doubling project turnaround time and number of records reviewed