

FANYA E. YOUNG

User Experience | Digital Experience | Storyteller | IoT Design

EDUCATION

General Assembly, UX Design Immersive

June '15 - Aug. '15 | San Francisco, CA

- Learned methodologies of user experience research, design principles, and prototyping techniques.
- Iterated designs with users and evaluators. Specialize in material and flat design. Completed four projects including:
 - TransferPants | Website redesign focusing on user research and data synthesis.
 - Life Alert | Product redesign to modernize device with wearables & apps.
 - The Treasure Chest | New website for an e-commerce toy store.
 - Rover | Mobile app created to fetch social contact information for users.

U.C. Hastings College of the Law, J.D. in Law

Aug. '00 | - May '04 | San Francisco, CA

- Legislative Research Student | Completed comparative analysis for State Assembly.

U.C. Berkeley, B.A. in History

Aug. '98 | - May '00 | Berkeley, CA

- Sigma Kappa Sorority

WORK EXPERIENCE

Event Leader, Women Who Code

Dec. '13 - Present | San Francisco, CA

- Responsible for facilitating whiteboard questions in JS, Ruby, Python, or Java.
- Served as the first point of contact for event sponsors & the media.

Quality Assurance / Customer Liaison / Web Designer, Apporable

Feb. '15 - May. '15 | San Francisco, CA

- Responded to 40 end-users daily via email as a point of contact for technical support.
- Solely responsible for troubleshooting bugs or escalating matter to development including:
 - Iterated malfunctions of 30+ mobile games to assess bugs & documenting findings.
 - Executed test plans, verified performance results, and discussed resolution with team.

General Counsel, Phillips Hotel

June '13 - Oct. '13 | San Francisco, CA

- Developed, implemented, and facilitated new staff performance reviews.
- Interviewed 60 guests in a two-week period to evaluate customer satisfaction of hotel.

Trial Attorney, San Francisco & San Joaquin Counties of California

June '09 - June '13 | San Francisco, CA

- Interviewed witnesses to thresh out key facts to craft reasonable narratives.
- Gained ability to read social cues and body.
- Handled 50 cases to verdict by presenting narratives in the following positions:
 - **Deputy District Attorney** | District Attorney's Office | Stockton, CA
 - **Assistant District Attorney** | District Attorney's Office | San Francisco, CA
 - **Conflict Counsel** | Lawyer Referral Service | Stockton, CA

RELEVANT EXPERIENCE

UX Consultant, American Airlines

June '14 - June '14 | San Francisco, CA

- Created companion mobile app to streamline baggage check using Ruby, HTML5 & CSS3.

Web Designer, StartUp & Tech Mixer

Mar. '14 - June '14 | San Francisco, CA

- Designed responsive website using Bootstrap and Dreamweaver.

UX Designer, Trochet

Feb. '14 - Feb. '14 | San Francisco, CA

- Developed an Android mobile app, using HTML5 and CSS.

PORTFOLIO

 www.fanya.biz

CONTACT

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SKILLS

Agile Projects
Content Strategy
Wireframes
Persona Development
Prototyping
Product Strategy
Information Design
Interaction Design
Iteration
Ideation
User Flows
Usability Testing
Info. Architecture
Visual Design
User Research
User Scenarios
User Profiling
User Interface Design
User Testing
Heuristic Evaluation
Heuristic Analysis
UX Design
Mobile Design
Web Design
Rapid Prototyping
Lean UX
User-Centered Design
Mockups
User Journey Maps

TOOLS

Sketch 3
Axure Pro
InVision
POP app
Keynote
Photoshop
Adobe Creative Suite
InDesign
Proto.io
OmniGraffle