

Johnson Chen

UX/UI Designer | Product Designer

www.JohnsonChen.ca

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Experience

UX Designer DigitalMex

October 2019 - December 2019

- Performed research on the previous website by utilizing heatmaps to find user preferences and habits using Hotjar
- Overhauled the website based on user research to create a better user experience using Figma

UX/UI Designer ATA Travel Consortium

May 2019 - August 2019

- Created various wireframes, mock-ups and prototypes for apps and websites using Adobe XD and Invision
- Researched the competitors in an industry and wrote a competitor analysis paper for the company's future projects
- Developed the early stages of an app by creating the branding and app design prototypes using Illustrator and Figma

Customer Service Representative/IT ATA Travel Consortium

May 2018 - August 2018

- Solved software and hardware related issues by referencing support documentation and personal technological skills
- Increased the rate of completion on a crucial project by exceeding the monthly quota of tickets by 50%
- Designed and created cryptocurrency logos using Photoshop and Illustrator

Skills

Adobe

Photoshop

Illustrator

XD

Premiere

After Effects

Web

HTML

CSS

Other

Figma

InVision

Balsamiq

Webflow

Education

University of Waterloo

2016 - 2020

Bachelors of Global Business and Digital Arts

Google Analytics Academy

2018

Certificate of Google Analytics for Beginners

Projects

Riot+

2020

- Gathered survey results from users using Google Forms
- Designed and prototyped mockups using Figma and InVision
- Conducted user survey to measure satisfaction using Google Forms

Capstone Project

2019

- Conducted user research through interviews and surveys in person
- Created prototypes using Figma and InVision
- Added improvements to project by conducting user testing

Hobbies/Interests

Video games

Technology

Fashion

Music