

Victoria Hsu

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Columbus, OH

Skills

- User Research
- Wireframing
- HTML
- CSS
- Design Process
- Customer Service
- Communication
- Collaboration
- Marketing Language
- Mandarin Speaker
- Figma
- Adobe Suites
- Microsoft Office
- Squarespace
- Canva

Projects

Paris Banh Mi Promotional Campaign | Adobe Photoshop, Social Media Marketing Jan 2024 – Jun 2024

- Managed a team of 15 in discovering new industry trends and successfully rebranding the business, resulting in a 35% increase in brand recognition.
- Conducted high-level discussions with customers to understand their needs and develop tailored strategies.
- Achieved a 20% increase in sales by leading a high-impact advertising campaign.

Paris Banh Mi Launch | Social Media Marketing Nov 2022 – Sep 2023

- Oversaw the development and management of campaigns, particularly Facebook and Instagram, utilizing tools such as Facebook Ads Manager.
- Achieved a 12% increase in social media engagement and followers through targeted content and strategic campaigns
- Created a marketing calendar to schedule posts periodically.

Hope App | Adobe XD, Figma, Human-Centered Research Sept 2022 – Oct 2022

- Designed an app using Adobe XD and Figma that provides essential career resources and networking opportunities to help first-generation immigrant start a new career.
- Produced a Web experience and a Mobile experience based on extensive human research.
- Conducted User Research to discover new insights and understand user needs and wants.

Three Bites Bakery Web & App | Figma, Usability Testing, User Research Jun 2022 – Sept 2022

- Developed Wireframes and Digital Prototypes using Adobe XD for various screen sizes that follow the same user flow to ensure user experience stays consistent throughout difference devices.
- Produced a Responsive Web and Mobile experience based on research and usability testing results.
- Finalized design decisions with clear branding and informational components as the sole designer.

Experiences

Manager | Paris Banh Mi LLC – Dublin, OH Nov 2022 - Present

- Expertise in creating and managing social media campaign across various platforms.
- Crafted high-quality, engaging graphics and social media content that align with brand objectives.
- Analyzed social media performance and providing actionable insights to improve customer engagement.
- Enhanced customer satisfaction ratings and repeat business by 6% through enforcing weekly trainings.

Creative Communication Director | ANCF – Columbus, OH Sept 2019 – Jul 2021

- Created visually compelling materials and managed the design process for large-scale projects.
- Led a team of 5 in implementing comprehensive communication strategies across various media, including social media, email, and print, to enhance brand visibility and engagement.

Certifications and Education

Google UX Design – RISE Program

Principles of Design for Animation – The School of Motion

