

Annie Diep  
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[anniediep.design](http://anniediep.design)

**Skills**

Prototyping: Sketch, InVision, Adobe Suite  
Coding: JavaScript, HTML, CSS, and SQL  
Tools: JIRA, Trello, Confluence  
Methodologies: Agile and Waterfall  
Project discovery, user research, requirements gathering, project management, customer relations, and working with cross-functional teams

## Education

**UX / UI Bootcamp 19'**, The University of Texas at Austin  
**B.S. Electrical and Computer Engineering 15'**, The University of Texas at Austin

## Experience

**Tech Consultant (BPM)** 06/2015 - 05/2018

BP3 Global, Inc., Austin, TX

Pharmaceutical Project and Financial Services Project

- Focused on B2B work to identify user pain points.
- Streamlined proprietary UI and interactions to create a unified experience across screens.
- Reduced page load time from 4 minutes to 3 seconds with a complete redesign of an onboarding process. Design considerations revolved around grouping related data entries.
- Lead a team of 5 developers and worked with cross-functional teams to build out an exit customer functionality that allows a customer to move between applications in the onboarding process.

**Labs Intern** 06/2014 - 08/2014

BP3 Global, Inc., Austin, TX

- Worked alongside Lead Engineer and users to conduct user research and testing.
- Designed and developed an MVP BPM Monitoring System to monitor server health by sending notifications of bottlenecks.
- Created 2 views, a command center view and a dashboard view for a System Administrator. Parsed XML pages to retrieve performance monitoring infrastructure data on WebSphere.

**Business Technology Analyst** 06/2013 - 08/2013

JPMorgan Chase & Co., Houston, TX

- Designed and developed tools to increase internal team productivity through automated email reminders to catch tickets that fall in the gap.
- Expedited change request tickets and aged ticket ticketing processes down by 60%.

## Activities & Awards

Corporate Advisory Board Member (2015-2017), SWEFL (2012), VP Executive (2011), Membership Director (2014), Lions Club International, 2012-2015