Annie Diep

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anniediep.design

Skills
Prototyping: Sketch, InVision, Adobe Suite
Coding: HTML, CSS, Javascript, 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