

Tyra Jen

Senior UX Designer

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EXPERIENCE

Apple *January 2021 - Present*

Senior UX Designer

Led an initiative to redesign the user experience for a key Apple product, resulting in a 30% increase in user engagement

Conducted over 100 usability tests and user interviews to inform design decisions, driving a 25% reduction in user drop-off points

Implemented new A/B testing strategies, improving landing-page conversions by 15%

Managed a high-performing team of 5 designers, fostering a collaborative environment that boosted team productivity by 25%

Launched a quarterly user-testing protocol, increasing the frequency of user feedback by 50%

Google *March 2018 - December 2021*

UX Designer

Redesigned client's website, improving UI significantly and increasing user time spent on site by 20%

Designed 10+ user-friendly interfaces, causing an increase in customer satisfaction by 35%

Delivered user-centric designs for 2 new products, resulting in a user approval score of 8/10

Uber *June 2016 - February 2018*

Junior UX Designer

Worked alongside a team to launch the first ever ride sharing app in a major cryptocurrency, raising the company's valuation by \$9 million

Contributed to an increase in app user satisfaction scores from 70% to 80%

Used feedback from user research to streamline app booking flow, reducing steps to book a ride by 50%

IBM *January 2015 - May 2016*

UX Design Intern

Worked with a team to design wireframes, mockups, and protocols that increased user base by 15%

Constructed user journeys to streamline navigation on the company website, improving bounce rate by 10%

EDUCATION

Resume Worded Institute *May 2015*

Master of Science in Human-Computer Interaction

Thesis on Predictive User Experience Models for Mobile Applications

Resume Worded University *May 2014*

Bachelor of Arts in Graphic Design

Summa Cum Laude 2013

Relevant coursework: User Interface Design, Principles of Interaction

SKILLS

Design & Prototyping: Sketch, Figma, Adobe XD, InVision, Marvel, Principle

User Research: Usability Testing, User Interviews, Surveys, A/B Testing, Analytics Interpretation

Frontend Languages: HTML5, CSS3, JavaScript (Basic), React.js (Basic)

Other Tools: JIRA, Asana, Trello, Slack, Microsoft Suite

OTHER

Certifications: Nielsen Norman Group UX Certification (2020), Certified Agile & Scrum Practitioner (2018)

Awards: Apple Design Award (2019), Google Play Award for Best UX (2016)

Volunteering: UX Mentor at DesignLab (Virtual Mentorship Program), Guest Lecturer for UX at Resume Worded Academic Center

Publications: Contributor to 'UX Magazine', Author of 'The User Journey: Mapping The Path to Purchase' eBook