

# Chalen Duncan / [www.chalen.ga](http://www.chalen.ga)

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San Francisco

## Work Experience

### Product Designer

Couchsurfing, Sep 2018 - Sep 2019

- Led design for a responsive website with over 25 million users
- Worked with developers to create, QA, and deploy projects
- Designed and ran iterative, action-oriented experiments
- Facilitated a company-wide five day design sprint
- Collaborated daily with cross-functional remote teams
- Boosted efficiency; integrating component-driven atomic design
- Increased user acquisition on the home page by 21%

### Product Designer & Web Developer

Financial Technology Partners, Jan 2018 - Sep 2018

- Worked on an internal web app as a UX-team-of-one
- Conducted research through stakeholder interviews, prototyping, and analytics
- Developed scalable UI over Salesforce using HTML/CSS/Angular
- Laser-focused on end users, boosting conversion 4x

### Prototype Developer (Contract)

Accomplice, Oct 2017 - Jan 2018

- Built high-fidelity prototypes for user testing with Framer.js
- Worked directly with clients and won a large contract

### Product Designer

The University of Georgia Mobile App, May - Aug 2017

- Improved discoverability of key features for 23,000 active users
- Built prototypes and conducted user research to identify problems and solutions
- Integrated iOS/Android design guidelines into both native apps

### Game Designer & Project Manager

TooTall Studios, December 2016 - July 2017

- Storyboarded levels and interactions for a VR adventure game
- Managed an agile 5-person team of artists and developers

### Computer Science Instructor

FourAthens, June 2016 - July 2017

- Designed engineering curriculum for summer courses
- Led classes while exuding empathy and patience

## Education

### University of Georgia

2017

M.A. in Emerging Media:  
Product Design

2016

B.A. in International Affairs  
Certificate in New Media

### Relevant Courses

Interaction Design  
Project Management  
Design and Aesthetics  
Big Data Analysis  
Research Methodology

### Skills

Ethnographic Research  
Usability Testing  
Prototyping  
Wireframing  
Agile Sprint Management  
Front-end Development

### Tools

Sketch / Figma  
Marvel / Invision  
Framer.js  
HTML / CSS  
Javascript  
SCSS/SASS  
Amplitude  
Optimizely  
Google Analytics