Chalen Duncan / www.chalen.ga

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Work Experience

Couchsurfing

Product Designer, Sep. 2018 - Sep. 2019

- Owned design for a responsive website with 1.5 million monthly active users
- Worked with developers to create, QA, and deploy projects
- Designed iterative experiments promoting growth, activation, and engagement
- Collaborated with remote teams
- Increased user acquisition on the home page by 21%
- Led user testing initiatives, feeding data-driven design

Financial Technology Partners

Product Designer/Developer, Dec. 2017 - Sep. 2018

- Worked on an internal web app as a UX-team-of-one
- Conducted research through stakeholder interviews, prototyping, and analytics
- Grew platform adoption 4x by focusing on the user
- Developed scalable UI using HTML/CSS/Angular.js

Accomplice

Prototype Developer (Contract), Oct. - Dec. 2017

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

The University of Georgia Mobile App

Product Designer, May - Aug. 2017

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

Apple

Technical Advisor, Sep. 2014 - May 2015

- Demonstrated empathy with users
- Identified issues while researching solutions

Education

The University of Georgia

2017
M.A. in Product Design, Emerging Media

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
Marvel
HTML / CSS / JS
Amplitude
Optimizely
Google Analytics