

Chalen Duncan

<https://chalen.ga>

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Work Experience

Couchsurfing

Product Designer, Sep. 2018 - Sep. 2019

- Owned design for a responsive website with ~2 million monthly active users
- Worked with developers to create, QA, and deploy projects
- Designed iterative experiments promoting growth, activation, and engagement
- Communicated with remote teams
- Increased user acquisition on the home page by 30%
- Led user testing initiatives, feeding data-driven design

Financial Technology Partners

Product Designer/Developer, Jan. 2018 - Sep. 2019

- Worked on an internal web app as a UX-team-of-one
- Conducted research through stakeholder interviews, prototyping, and analytics
- Developed scalable data solutions on top of Salesforce using Angular.js

Accomplice

Prototype Developer (Contract), Oct. 2017 - Jan. 2018

- 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 our 23,000 monthly active users
- Built prototypes and conducted user research to identify problems and solutions
- Integrated iOS/Android design guidelines into both of our native apps

Apple

Technical Advisor, Sep. 2014 - May 2015

- Exercised empathy for a variety of users
- Identified issues while researching solutions

Education

The University of Georgia

2017

M.A. in 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

Marvel

Invision

HTML/CSS/JS

Amplitude

Optimizely

Google Analytics