

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

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## Work Experience

### Couchsurfing

Product Designer, Sep 2018 - Sep 2019

- Led and owned design for a responsive website with over 25 million users
- Worked with developers to create, QA, and deploy projects
- Designed iterative experiments promoting growth, activation, and engagement
- Collaborated daily with cross-functional 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, Jan 2018 - 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 2017 - Jan 2018

- Built high-fidelity prototypes for user testing with Framer.js
- Worked directly with clients 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