

Chalen Duncan / www.chalen.ga

chalen.duncan@gmail.com

+1 678 910 6646

San Francisco

Work Experience

UX Researcher

GlobaliD, June 2020 - Current

- Established user research processes at an early-stage startup
- Ran remote usability studies in the US and India
- Established best practices through competitive research
- Workshopped user personas to guide user-centered design
- Delivered actionable insights to the Product and Design teams

UX Designer

Couchsurfing, Sep 2018 - Sep 2019

- Led design for a responsive website with over 25 million users
- Worked with remote teams to design and launch features
- Designed and ran iterative, action-oriented experiments
- Facilitated a company-wide five day design sprint
- Represented end-users in high-level meetings
- Ran user testing sessions online, in-office, and in the field
- Increased user acquisition on the home page by 21%

UX 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 analysis
- Developed scalable UI over Salesforce using HTML/CSS/Angular
- Created and worked within an atomic design system
- 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

UX Designer

The University of Georgia Mobile App, May - Aug 2017

- Improved discoverability of key features for 23,000 active users
- Formed and led a user research team to field-test prototypes
- Integrated iOS/Android design guidelines into both native apps

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
Video Editing
Agile Sprint Management
Front-End Development

Tools

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