

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

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San Francisco

## Work Experience

### UX Researcher

GlobaliD, June 2020 - Current

- Established user research processes at an early-stage startup
- Conducted remote usability studies in the US and India
- Delivered actionable insights to the Product and Design teams

### UX Designer & Researcher

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 & Researcher

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
- Integrated the Google, Apple, and University design systems

## 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  
UserTesting  
HTML / CSS  
Javascript  
SCSS/SASS  
Amplitude  
Optimizely  
Google Analytics