

# Davis Truong

## UX Designer

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## SKILLS

**Tools:** Adobe XD | Figma | Adobe Illustrator | Adobe Photoshop | Google Workspace

**Front end:** HTML | CSS | JavaScript

**Design:** Wireframing | Prototyping | User Research | Usability Studies | Defining user pain points | Empathizing with users | Considering accessibility

## EDUCATION

### Google UX Design Certificate — Online

March 2022 - October 2022

Underwent and completed an intensive UX program designed for entry-level career readiness in the world of user experience. User research, accessibility, wireframes, and prototyping are a few skills that I've cultivated along the way. Hands on projects were completed using various tools such as Adobe XD and Figma.

### General Assembly

March 2019 - June 2019

Completed a 12-week, full-time class focusing on full stack web development. A few front-end skills that I've learned throughout this program is HTML, CSS, and JavaScript. As a back-end skill, I was taught Ruby on Rails.

## EXPERIENCE

### Vivos Therapeutics — Help Desk

July 2021 - July 2022

I was hired as a help desk support representative helping troubleshoot software issues. I expanded my responsibilities here by also helping with any customer inquiries. Aside from this, I was also assigned to any email configuration tickets for the medical billing department.

### Bachus And Schanker — Intake Specialist

August 2020 - June 2021

I excelled in the role as an Intake Specialist. Main responsibilities included, scheduling consultations for intakes and assisting potential clients with retainer completion. While working here I broke a department record for retainers in one month.

## Certification

**Google:** User Design Professional Certificate - 10/22

**Udemy:** User Experience Design Essentials - 02/2022

**General Assembly:** Software Engineering Immersive - 06/2019