

# Davis Truong

## UX Designer

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## SKILLS

**Tools:** Adobe XD | Figma | Adobe Illustrator | Adobe Photoshop | Wix | 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

**Mile High Creatives** - UX/UI Designer

September 2023 - Current

I tackle tasks such as website updates for clients as well as started new projects for clients. These projects included creating a website from user research and testing to high-fidelity prototypes.

**WSP** - Customer Service Representative

July 2023 - December 2023

As a customer support representative at WSP, I take inbound calls from E-470 customers, helping them pay their toll bills, as well as manage their accounts.

**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.

## Certification

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

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

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