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
Hired on as an intern, I tackled 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