

EILEEN CHOU

UX Designer

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Seattle, WA

ABOUT

UX Designer driven by clean designs and sustainable solutions. Troubleshoot complex pain points to deliver a beneficial customer experience. Leverage analytical mindset and creativity to design solutions from ideation to launch.

SKILLS

User Research & Testing
Wireframing & Prototyping
Responsive Design
Accessible Design
UI Design
Frontend Development
Strategic Planning
Risk Management
HTML, CSS, JavaScript

TOOLS

Figma
Adobe Creative Suite
Github
Google Suite
MS Office Suite

EDUCATION

UX Design Certificate

- Frontend Dev Specialization

CareerFoundry

2023-2024

Culinary Arts Certificate

San Francisco Cooking School

2014

Bachelors of Science in

Business Management

- Concentration in Finance

Bachelors of Science in

Accounting

Case Western Reserve

University

2007-2011

PROJECTS

UX & UI Designer | Stoke

CareerFoundry | January - August 2024

- Ideated a comprehensive health tracker that addresses how daily choices impact a user's well-being.
- Applied human-centric design process and mobile-first approach to design a responsive web app.
- Scope: Competitive analysis, user interviews, personas, journey maps, card sorting, sitemap, low- to high-fidelity wireframes, rapid prototyping, usability testing, accessibility testing, peer feedback.

UX Designer | Linguista

CareerFoundry | December 2023

- Designed a flexible language learning app that provides a streamlined process for differing study needs.
- Conducted user research and usability testing while applying the Design Thinking Process.
- Scope: Competitive analysis, user interviews, personas, journey maps, low-fidelity wireframes and prototyping, usability testing.

EXPERIENCE

Baker | Ben's Bread

Seattle, Washington | October 2023 - May 2024

- Met increasing consumer demands by tracking and analyzing daily logs to increase overall product quality, reducing product waste by 10%.
- Reduced overhead and labor costs by collaborating with all operations of the bakery, improving employee productivity by 20%.

Chief of Operations | Flour Beast

Seattle, Washington | Established 2023

- Designed a business from conception to launch through user research, prototyping, and usability testing, resulting in a 20% increase in customer retention.
- Delivered a user-centric experience by focusing on community, sustainability, and accessibility, driving one of the most affordable options in the market.

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EXPERIENCE CONT.

Culinary Instructor | The Pantry

Seattle, Washington | November 2021 - May 2023

- Developed a user-centric system to instruct and educate students on how to prepare and cook sustainable dishes, increasing student retention and class sales by 5%.
- Troubleshooted issues that arose before or during classes to maximize student satisfaction and provide a useful and enjoyable experience.

Market Manager | River Run Farm

Sequim & Seattle, Washington | May 2021 - October 2021

- Improved inventory and sale system of harvest to ensure adequate distribution to farmers markets, reducing tens of hours of labor and minimizing excess of produce by 10%.
- Enhanced customer satisfaction by designing an efficient operational flow at markets that provided seamless transaction points, increasing customer engagement and sales by 12%.

Whole Animal Butcher | The Meat Hook

Brooklyn, New York | May 2018 - October 2019

- Boosted customer experience by recommending alternative and cost-efficient solutions, increasing awareness of consumption sustainability and reducing food waste and overhead costs.

Sous Chef | Blanca

Brooklyn, New York | May 2017 - May 2018

- Delivered an industry-leading experience by collaborating with a team of six in designing an interactive and extraordinary dining atmosphere with a human-centric focus, achieving 2-stars in the Michelin Guide.

Line Cook | The Progress

San Francisco, California | November 2014 - December 2016

- Ensured a successful launch by integrating a new workflow design through extensive user testing, driving customer demand and resulting in achieving 1-star in the Michelin Guide in less than a year of operation.

Senior Associate | TM Financial Forensics

San Francisco, California | January 2012 - September 2014

- Analyzed complex and ambiguous financial datasets to assess levels of risk and present recommendations that ensured best outcome for clients, enhancing client engagement and increasing new client acquisition.