

EILEEN CHOU

UX/UI Designer

- 270.438.8970
- eileen.j.chou@gmail.com
- linkedin.com/in/ejchou
- eileenjchou.com
- Seattle, WA

ABOUT

UX/UI Designer driven by impactful designs and sustainable solutions. Troubleshoot ambiguous and complex pain points to deliver lasting experiences. Leverage analytical mindset and creativity to design solutions from ideation to launch.

SKILLS

User Experience Design
User Research & Testing
Wireframing & Prototyping
Product Design
Responsive Design
Accessible Design
Agile Methodology
HTML, CSS, JavaScript

TOOLS

Figma
Adobe Creative Suite
Github
Google Suite
MS Office Suite
Slack

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 | Nomadic

October 2024 - Present

- Ideated a responsive web app that helps users in planning all the logistics of a road trip.
- Focus is on user-centric design that solves the pain points before and during travel on the road.
- Scope: Competitive analysis, user interviews, personas, journey maps, card sorting, sitemap, low- to high-fidelity wireframes, rapid prototyping, cross-platform compatibility, usability testing, accessibility testing.

UX/UI Designer | Stoke

CareerFoundry | January - August 2024

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

UX Designer | Linguïsta

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 customer demand by troubleshooting scalable quality and inventory system that maintained product consistency while reducing product waste by 10%.
- Collaborated closely across all operations, reducing stakeholder costs and improving employee productivity by 20%.

EILEEN CHOU

UX/UI Designer

	270.438.8970
	eileen.j.chou@gmail.com
	linkedin.com/in/ejchou
	eileenjchou.com
	Seattle, WA

EXPERIENCE CONT.

Chief of Product & Operations | Flour Beast

Seattle, Washington | March - October 2023

- Designed a B2C product 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 impactful options in the market.

Culinary Instructor • Operations Coordinator | The Pantry

Seattle, Washington | November 2021 - May 2023

- Designed a user-centric and educational system that empowered students through story-telling and interactive applications, increasing student retention and class sales by 5%.
- Troubleshooted ambiguous issues to maximize customer satisfaction that provided an accessible and satisfactory experience.

Market & Harvest Manager | River Run Farm

Sequim & Seattle, Washington | May - October 2021

- Developed intuitive harvest to market system to ensure adequate distribution of supply to meet customer needs, reducing product waste by 10% and streamlining labor efforts.
- Enhanced customer experience by designing intuitive flow at markets that reduced pain points, increasing customer engagement and sales by 12%.

Whole Animal Butcher | The Meat Hook

Brooklyn, New York | May 2018 - October 2019

- Challenged status quo by recommending alternative and accessible solutions, driving beneficial customer experiences and reducing stakeholder costs.
- Closely collaborated with local farms in the field to research and identify needs and pain points to ensure well-being of livestock, improving product quality by 5%.

Sous Chef | Blanca

Brooklyn, New York | May 2017 - May 2018

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

Chef de Partie | The Progress

San Francisco, California | November 2014 - December 2016

- Ensured a successful launch by integrating a new workflow 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 • Associate | TM Financial Forensics

San Francisco, California | January 2012 - September 2014

- Navigated 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.