

EILEEN CHOU

Product Designer



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Seattle, WA

ABOUT

User-centric Designer driven by impactful and sustainable solutions. Troubleshoot complex pain points to deliver innovative solutions. Leverage analytical and creative mindset to deliver functional products from ideation to launch.

SKILLS

User-Centric Design

User Research

Wireframing

Rapid Prototyping

Usability Testing

Responsive Design

Accessible Design (WCAG)

SCRUM/Agile Methodology

Front-End Development

HTML, CSS, JavaScript

TOOLS

Figma

Adobe Creative Suite

Github

MS Office Suite

Google Suite

EDUCATION

Certificate in UX Design

- *Specialization in Front-End Development*

CareerFoundry

2023-2024

Certificate in Culinary Arts

San Francisco Cooking School
2014

Dual Bachelor of Science in Business Management & Accounting

Case Western Reserve University
2007-2011

EXPERIENCE

AI Product Designer | Reality AI

Remote | December 2024 - Present

- Play a key role in crafting intuitive user-centric designs for AI-powered tools, focusing on accessibility, functionality, and impact.
- Create high-fidelity prototypes that align with technical feasibility and user needs, while ensuring seamless communication with cross-functional teams.
- Contributed to building a cohesive design system, promoting consistency and scalability across projects.

Product Designer • Web Developer | Freelance

Remote | October 2024 - Present

- Craft user-centric designs with a focus on reducing user pain points and enhancing functionality and efficacy.
- Conduct user research and usability testing to iterate on designs and identify areas of improvement.
- Communicate proactively with stakeholders and cross-functional teams to ensure alignment of business goals with user needs and technical considerations.
- Develop and maintain front-end web applications utilizing HTML, CSS, and JavaScript, ensuring scalability and efficiency.

Product Development | Ben's Bread

Seattle, Washington | October 2023 - May 2024

- Contributed to product development and strategy, ensuring a consistent and satisfactory user experience.
- Prioritized initiatives to align with business goals, reducing product waste and stakeholder costs.
- Worked closely with cross-functional teams to stay in alignment with operational capabilities, enhancing productivity.

Chief Product Officer | Flour Beast

Seattle, Washington | March 2023 - October 2023

- Co-founded and drove product strategy of supper club to deliver a seamless and impactful user experience.
- Managed the product roadmap and prioritized initiatives to align with business goals, resulting in reduced food costs and a 10% increase in gross margin.
- Focused on user needs of community, sustainability, and accessibility, resulting in a 20% increase in customer base.

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EXPERIENCE CONT.

Culinary Education Development | The Pantry

Seattle, Washington | November 2021 - May 2023

- Crafted an intuitive user-centric experience with a focus on enhancing accessibility and reducing pain points within a hands-on and fast-paced learning environment.
- Empowered students through seamless communication and a cohesive educational experience, maximizing student satisfaction and impact.
- Prioritized strategies that aligned with business goals, increasing profit margin by 5%.

Market & Harvest Manager | River Run Farm

Sequim & Seattle, Washington | May 2021 - October 2021

- Drove product strategy and managed market initiatives to ensure optimal crop allocation, minimizing wasted effort and reducing stakeholder costs by 10%.
- Designed a streamlined sales process at markets by removing redundancies, increasing efficiency and improving customer engagement by 12%.

Whole Animal Butcher | The Meat Hook

Brooklyn, New York | May 2018 - October 2019

- Contributed to product development and strategy of butcher shop to deliver an impactful and satisfactory customer experience.
- Focused on quality, sustainability, and accessibility to match customer needs and increase gross margin.

Sous Chef | Blanca

Brooklyn, New York | May 2017 - May 2018

- Crafted a highly creative and impactful dining model to deliver an industry-leading experience.
- Focused on quality and innovative solutions to surpass industry standards, achieving 2-stars in the Michelin Guide.

Chef de Partie | The Progress

San Francisco, California | November 2014 - December 2016

- Contributed to building a cohesive and streamlined operational system for the opening of the restaurant.
- Focused on high-quality and sustainable ingredients to drive customer demand, resulting in achieving a 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.
- Presented recommendations that ensured best outcome for clients, enhancing client engagement and increasing new client acquisition.