

# 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 | 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 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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Seattle, WA

### 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.