

# EKKALUX NGUYEN

PRODUCT DESIGNER

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## EDUCATION

### University of California, Berkeley

B.A Legal Studies | Aug. 2013 - May 2017

- **Relevant Courses:** Web Design Decal
- **Campus Involvement:** Sigma Phi Epsilon, Cal Greeks Council, Intramural Soccer Ref
- **Global Internship Program:** Dublin, Ireland (Marketing Intern, Solgari)

### Bloc Apprenticeship Program

Product Designer | March 2017 - Present

- Immersive online UX/UI and front-end design mentor-led program.
- Conducted user research and interview, wireframing, branding, mockups, prototyping, and usability testing.
- Designed four web/mobile applications: Simplebox, Ridestarter, Gymseeker and Equipax.

## PROFESSIONAL EXPERIENCE

### Operations Specialist

Square | Jan. 2018 - Present

- Act as the primary point of contact for couriers on the Caviar food delivery platform.
- Provide technical and operational support & direction via email, phone, SMS, and instant livechat to couriers regarding delivery logistics.
- Work cross-functionally with the customer support team to deliver effortless delivery experience

### Building Operation Supervisor

Recreational Sports Facility | Jan. 2016 - Jan. 2018

- Supervised 90+ staff members, manage a 100,000 square feet facility, assist patrons with general inquiries, and serve as the point person for events hosted by students.
- Responded to injuries, incidents, accidents, and emergency care (CPR and First Aid).

### Design & Digital Media Intern

Gateway Public Schools | July 2017 - Sept. 2017

- Collaborated with the communications director to build the back-end content for the newly initiated Gateway website with Drupal.
- Developed icon assets, graphic materials, and banners.

### Marketing Intern

Solgari | June 2015 - Aug. 2015

- Contacted potential leads through LinkedIn and cold-calling to promote Solgari's cloud-based technology over legacy communications.
- Wrote content and drove Solgari's social media presence with Twitter and LinkedIn.
- Promoted Solgari's brand by producing a marketing video with Adobe Premiere Pro.

## SKILLS

### SOFTWARE

Photoshop  
Illustrator  
InDesign  
Premiere Pro  
After Effects  
Sketch  
Balsamiq  
InVision  
Wordpress  
Drupal  
Github  
Microsoft Office

### PROGRAMMING

HTML5  
CSS3  
Javascript (working)  
jQuery (working)

### UX METHODS

User Research  
Information Architecture  
Competitive Analysis  
User Stories  
User Personas  
User Flow  
Prototyping  
Wireframing  
Usability Testing

### DESIGN

User Interface  
Brand Identity  
Typography  
Responsive Web Design

## INTERESTS

Education  
Fitness  
Technology  
Psychology  
Tennis  
Traveling