

EKKALUX NGUYEN

JUNIOR 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 - April 2018

- Immersive 500+ hours 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 Operations 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 and designed 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