HENRY GHAZANCHIAN

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SUMMARY

A highly motivated, energetic, dedicated professional seeking to exercise UX/UI skills and ability in adapting to new technologies. Able to take ideas from concept to wireframes to varying fidelity prototypes including user research and usability testing.

Excellent Communication Skills	Quality Focused	Detail Oriented
Team Player	Effective under Pressure	Goal Oriented

EDUCATION

UX/UI Boot Camp, Aug 2021

UC Berkeley, San Francisco, CA

B.S., **Business Science in Management,** Dec 2017

University of San Francisco, San Francisco, CA

SKILLS

User-Centric Design Research, Storyboarding, Visual Prototyping and Wireframing, Interaction Design and Prototyping, Mobile Design, Web Design

TOOLS

Figma, Miro, Whimsical, HTML, CSS, Google Suite (Docs, Sheets, Slides), Microsoft Office (Word, Excel, PowerPoint), GitHub, CodePen, Slack, Zoom, SQL, Tableau

UX/UI EXPERIENCE

Feb 21 – Present

- Animal Assisted Happiness (AAH) Website Redesign [presentation]
  - Worked in a team to redesign AAH's website to increase volunteer registrations
  - Conducted stakeholder interviews, user research, survey and heuristic evaluation
  - Developed user persona, affinity diagram, empathy map and key insights
  - Ideated solutions with sketches, storyboarding and low fidelity prototyping
  - Developed high fidelity interactive prototypes based on multiple usability testing
- CalPal, a calorie and nutrition tracker app for coffee enthusiasts [presentation]
  - Individual design and prototyping following team effort during user research
  - Conducted user research, user survey and heuristic evaluation
  - Developed user persona, affinity diagram, empathy map and value proposition
  - Ideated the solution with user flow, storyboarding and low fidelity prototyping
  - Developed high fidelity interactive prototypes w0ith iterations of usability testing

- FunTra, a mobile social travel app for busy professional singles [presentation]
  - Individual class project from start to end from idea to concept to user research to fully functional digital prototyping
- Other notable class projects
  - Mindful Beans, an app for tracking sustainability of coffee beans [presentation]
  - Department of Labor (DoL) Website Redesign [presentation]

NON UX/UI WORK EXPERIENCE

Oct 16 – Present

Senior Financial Consultant, US Bank, Silicon Valley, CA

- Providing financial counseling, assisting with lending services and building relationships with customers to sustain high satisfaction ratings and retention.
- Assisting customers during the application process, and closing consumer, real estate and mortgage loans in accordance with internal and federal policies.
- Preparing credit and financial information to streamline loan processing for mortgage, installment, and discount loan, including worksheets for the final closing documents.
- New accounts creation after compiling and preparing the paperwork, processing loan payments, verification of proper endorsements, identification and communication of account discrepancies and disputes guiding customers to the resolution with best options.
- Mentoring team members to develop more sales opportunities and customer referrals to designated business partners for meeting service and sales goals.

Jan 15 – Jan 17

Operations Data Analyst, Conure Media, San Jose, CA

- Conducted data research, data entry, database tagging in addition to continuous monitoring and maintenance of the data quality.
- Generated weekly reports and resolved customer issues with direct communication with stakeholders and customers.

LANGUAGES

English, Persian, Assyrian (Neo-Aramaic)

GALLUP STRENGTHS-FINDER SIGNATURE

Achiever, Focus, Analytical, Input, Context