

HENRY GHAZANCHIAN

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SUMMARY

A highly motivated, energetic, dedicated UX/UI designer to create delightful interfaces and interactions that empower users to engage more effectively. Able to take ideas from concept to wireframes to varying fidelity prototypes in the light of user research and usability testing.

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

EDUCATION

Certificate Program, 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

TECHNICAL SKILLS

Skills/Concepts: 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

PROJECTS

- Feb 21 CalPal, a calorie and nutrition tracker app for coffee enthusiasts [\[presentation\]](#)
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Aug 21
 - 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 with iterations of usability testing
 - Developed using Figma, Miro, Whimsical, StoryboardThat, Google Suite, Zoom
- Picventory, image based inventory tracking and checkout app [\[presentation\]](#)
 - Worked in a team for design and prototyping
 - Conducted user research, user survey and heuristic evaluation
 - Developed user persona, affinity diagram, empathy map and value proposition
 - Contributed in ideation with user flow, storyboarding and prototyping
 - Contributed to iterations of usability testing
 - Developed using Figma, Miro, Whimsical, StoryboardThat, Google Suite, Zoom

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
- Developed using Figma, Miro, Whimsical, StoryboardThat, Google Suite, Zoom

Other notable projects

- Mindful Beans, an app for tracking sustainability of coffee beans [\[presentation\]](#)
- Department of Labor (DoL) Website Redesign [\[presentation\]](#)
- FunTra, a mobile social travel app for busy professional singles [\[presentation\]](#)

EXPERIENCE

Oct 16 **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. Have been establishing around 10 new financial relationships every month averaging around 1M dollar total assets.
- Present ○ Assisting customers during the application process, and closing consumer, real estate and mortgage loans in accordance with internal and federal policies. Consistently sold and processed 4-5 loans a month resulting in an average loan amount of half a million.
- Preparing credit and financial information to streamline loan processing for mortgage, installment, and discount loan, including worksheets for final closing.
- Mentoring team members to develop more sales opportunities and customer referrals to designated business partners for meeting service and sales goals.

Jan 15 **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.
- Jan 17 ○ 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