HENRY GHAZANCHIAN

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SUMMARY

A highly motivated, energetic, dedicated UX designer to create delightful interfaces and interactions that empower users to engage more effectively. Very curious and interested in new ways to improve how computers and users interact through the Design Thinking process.

Have been awarded a UX/UI Bootcamp Certificate at UC Berkeley. Conducted multiple user research methods to develop empathy for the users, developed insights into the problem by conducting user interviews, creating personas and decision mapping. Created wireframes and interactive prototypes following ideation and tested with real people for user centered design solutions. Acquired in-depth and professional level experience in tools such as Figma, Miro, Whimsical.

Quality Focused, Detail Oriented, Goal Oriented, Effective under Pressure, Team Player

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, User Interviews, Storyboarding, UX Prototyping and Wireframing, Usability Testing, Interaction Design and Prototyping, UI Analysis, Mobile and 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

CalPal, a calorie and nutrition tracker app for coffee enthusiasts [https://bit.ly/3nwwioP]
- 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 [https://bit.ly/2YZzzTm]
- 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 [https://bit.ly/3nxXu6x]
- 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 [https://bit.ly/3Ej7qqw]
- Department of Labor (DoL) Website Redesign [https://bit.ly/2XsQVHR]
- FunTra, a mobile social travel app for busy professional singles [https://bit.ly/2XmLvxq]

EXPERIENCE

Senior Financial Consultant, Oct 16 - Present, 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.
- 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.
- Mentoring team members to develop more sales opportunities and customer referrals to designated business partners for meeting service and sales goals.

Operations Data Analyst, Jan 15 - Jan 17, 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