

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, Certificate Program, 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

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- Present
- 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 final closing.
 - New accounts creation, 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 **Operations Data Analyst**, Conure Media, San Jose, CA

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- Jan 17
- 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