

# Howard Hosokawa

PRODUCT DESIGNER · EXPERIENCE CREATOR

San Mateo, CA USA

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## Summary

- UX Designer with 2 years in both software development and client support.
- Strong background in research, support, and development from university education, client support specialist, and software developer experience
- **Tools:** Sketch, InVision, Adobe CC, Zeplyn, Trello, Salesforce, JIRA, LogMeIn, Zoom, Principle

## Projects

### Chef Koochooloo

San Francisco, CA

PRODUCT MANAGEMENT, RESEARCH, PRODUCT DESIGN

March, 2019

- Organized design team in collaboration with client to manage tasks and needs from the client
- Interviewed teachers to understand their behaviour and gain insight into a behaviour we can solve
- Sketched out and usability tested initial design to validate the product solution
- Designed a solution that resolve two major problems and kept scalability in mind
- Directed the team to maintain the client's style and assisted with updating the client's style guide

### General Assembly

San Francisco, CA

PRODUCT MANAGEMENT, RESEARCH, PRODUCT DESIGN

February, 2019

- Ideated and assisted to find a social problem that is solvable in an application
- Spoke to over 6 of our users and affinity mapped their behaviours
- Designed a brand guide based upon our sponsor company and moved the ideation towards that company's motto
- Created an application design that would satisfy the users biggest roadblock

## Work Experience

### QA Engineer (Temp)

San Francisco

TABATA OXFORD PERSONNEL

Aug. 2017 - Sep. 2017

- Collaborated and communicated with international engineers
- Translated and shared engineering test protocols with other testers
- Tested test protocols and reported synthesized results and notes back to the engineering team in Japan

### Software Developer Intern

Redwood City, CA

NOMINUM INC.

Jun. 2015 - Nov. 2015

- Led implementation and design of logging infrastructure to fill in a missing tool for the team
- Completed research to understand which tool was best for the team by looking at examples and current company use of similar tools in other teams and reported results
- Trained a team of about 15 members in usage of the tool and benefits of the features
- Worked with a senior engineer member on design choice and how to implement the tool while keeping technical constraints in mind

### Client Support Specialist

San Francisco, CA

DEMANDFORCE INC.

June 2011 - June 2013

- Collaborated with engineering and Tier II support teams in updates and synthesized information to support team for easy digest and troubleshooting
- Understood pain points of customers processing 25+ daily cases by the software customers increasing the customer satisfaction
- Resolved issues with customers calling, email, or chat by listening to their needs closely and solving for the root of the problem

## Education & Certificates

### General Assembly

San Francisco, CA

USER EXPERIENCE DESIGN IMMERSIVE PROGRAM

April 2019

### University of Oregon

Eugene, OR

B.A. HISTORY

June 2018

### College of San Mateo

San Mateo, CA

A.S. COMPUTER SCIENCE AND APPLICATION DEVELOPMENT

December 2017