

# Samuel Huynh

## UX Designer

As a recent graduate passionate about user experience design, I am seeking an entry-level position in a dynamic and innovative company where I can apply my skills and knowledge while continuously learning and growing as a professional. My goal is to become an expert in UX design and to make a positive impact on people's lives through technology.

### Work Experience

#### Parking Supervisor

June 2022 – Present

Laz Parking, San Francisco, CA

- Managed a team of 5 parking attendants and security personnel, responsible for hiring, training, scheduling, and performance evaluations.
- Responded to customer inquiries and complaints, resolving disputes and improving customer satisfaction through effective communication and problem-solving skills.
- Maintained accurate financial records, reconciled daily receipts, and prepared monthly financial reports.

#### Valet Attendant

February 2015 – Present

Parking Concept Inc, San Francisco, CA

- Responsible and managed 50+ vehicles – implemented a better-structured method in parking customers’ vehicles and decreased the garage accident rate by 20%.
- Received excellent review from customers for customer service.
- Increased garage weekly sales revenue by 10% through marketing efforts by raising awareness about our weekend rate to nearby businesses and the auditoriums.

#### Membership Assistant

September 2021 – May 2022

Costco Wholesale, South San Francisco, CA

- Consecutively maintained and exceeded weekly department benchmarks by 15% and has a 10% conversion rate of converting gold star membership to executive level membership.
- Improved department relationship with non-English speaking members by 50%, providing translation service and answering other related questions.
- Received excellent review from department managers and testimonials from warehouse members for customer service.

### Contact

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### Skills

- User research
- Develop user person
- Information Architecture
- Wireframing and prototyping
- Frontend development

### Tools

- Figma
- Marvel
- InVision
- Visual Studio code

### Education

#### Career Foundry UX Design Bootcamp

October 2021 – Present

#### San Francisco State University

August 2016 – June 2020

Major in Communication

Minor in Marketing