Karen Poon
User Experience Designer

Lafayette, CA - Email me on Indeed: indeed.com/r/Karen-Poon/7a85ea9f8cb4a6bb

I am highly strategic, analytical, organized, and have an eye for detail. I'm extremely good at creating wireframes in Sketch and clickable prototypes in Invision. Often I work on very short deadlines and have developed excellent time management skills. Because of my previous career in Graphic Design I am also an expert in the Adobe Creative Suite especially in Photoshop and Illustrator. I very much enjoy working in teams and have excellent verbal and written communication skills and conflict resolution skills but I am also very used to working on my own without constant supervision. While being serious when it comes to work I still like to socialize and crack jokes with my coworkers.
Willing to relocate: Anywhere
Authorized to work in the US for any employer

WORK EXPERIENCE

UX Designer
Kismet Design   -   San Francisco, CA - November 2016 to Present

Working in strategy implementation of UX and UI elements. I was responsible for the creation and execution of wireframes in sketch and InVision prototypes. Also carried out implementation of UX research such as user interviews and surveys, analyzing data, and creation of written deliverables.

Projects include:
UX research for a study on customer cancellation motivations for Adobe (2017)
UX/UI design for a redesign of enterprise software for quality control and change management (2016)

UX Designer, Graphic Designer
Freelance   -   San Francisco, CA - December 2015 to Present

User experience design with strong leaning to Visual design and Graphic design. Strengths include usability testing, wireframing, rapid prototyping, basic knowledge basic knowledge of User Research, HTML/CSS, and Data analytics. Other experience includes building brand identities, style guides, logos, business card, web, and print.

Projects include:
Presentation design in Keynote and Powerpoint (7/2016)
There Will Be Caek | Branding and Logo Designer, Graphic Designer (2015)

And other projects.

Production Quality Control
Minted.com   -   San Francisco, CA - August 2013 to February 2015

I was responsible for checking and providing change orders on master files, user testing the product detail page, and user testing the customizer of each design. This was to ensure that customers have the easiest time possible finding and customizing a design. I worked on multiple product categories across the site including wedding suite, holiday, decorations, and other formal invites. Skills needed are graphic design, an exacting sense of detail, in-depth knowledge of customer needs, customer service, product page testing, and knowledge of formal invitation and announcement etiquette.

Design Associate, Print Quality Specialist
Minted.com   -   San Francisco, CA   -   November 2012 to August 2013

As a Design Associate I was responsible for providing outstanding service to our customers by providing graphic design and creative talent to fulfill orders. As a Print Quality Specialist I worked in a customer service capacity to fix previously problematic orders and maintain customer retention.

Graphic Design Intern
Balance Edutainment   -   Berkeley, CA   -   2011 to 2012

Responsible for editing the InDesign print book version of "Pacha's Pajamas", Balance Edutainment's main project aimed at educating children about the importance of conserving the environment. Also helped design business cards, stage scenery, the back music album cover, and other promotional materials for print and web with Illustrator and Photoshop.

Americorp Intern
Resources for Community Development   -   Berkeley, CA   -   May 2008 to August 2008

Intern in housing development. Worked closely with project managers to assist them in developing affordable residential housing. Projects worked on include research on future extension of transit hubs, soliciting community service proposals for various housing projects, and loan documents for construction financing.

Administrative Intern
Resources for Community Development   -   Berkeley, CA   -   June 2006 to December 2006

As an administration intern I helped RCD design their digital filing system and performed many other tasks to keep the office running.

EDUCATION

Data Analytics
General Assembly   -   San Francisco, CA
June 2017 to July 2017

UX Design
General Assembly   -   San Francisco, CA
April 2015 to May 2015

Bachelor's in Art, Sustainable Design
University of California-Berkeley   -   Berkeley, CA
May 2012

Marketing, Organizational Behavior, Accounting
BASE Summer Program at UC Berkeley   -   Berkeley, CA
2012

Graphic Design, Pre- college
California College of the Arts   -   Berkeley, CA
2004

SKILLS

Adobe Creative Suite (10+ years), Graphic Design, Sketch, UX Design, Wireframing, Rapid Prototyping, Invision, Marvel, Photoshop, Illustrator, Redlining, OmniGraffle, Excel, SQL, HTML5, CSS, Illustration,

Visual Storytelling, Story Boarding, Photography, Maya, Rhino, 3D Modeling, Style Guides, Keynote, Powerpoint, Autocad, Sustainability, E-Commerce, Tableau

LINKS

AWARDS

Gold Award, Girl Scouts
2005
I wrote an educational pamphlet on ADD and ADHD which I then distributed to my entire school district and at the regional teacher's conference.

Silver Award, Girl Scouts
2003