

# Jacquelyn Tse

## Human-Centered UX Designer

www.jacquelyntse.com  
jzbtse@gmail.com

## Experience

### Lead UX Strategist @ Solar Turbines

Mar 2020 - Current

- Team lead of the UX Digital Products team. Work with cross functional senior leadership to drive digital transformation and improve customer experience.
- Interface with system architects, project owners, management, and marketing to assess customer engagement of Solar Turbines' multiple public and private websites. Findings are used to implement improvements within Solar Turbines' multiple domain structure.

### UX Strategist @ Solar Turbines

Apr 2018 - Feb 2020

- Led the design initiatives for the development of Solar Turbines' internal digital product website, Solar Digital, using HTML/ CSS, and AngularJS. Website contained resources and features to foster internal communication between the project management teams, business development and fleet managers by 150%.
- Researched and presented UX design strategies to senior management with the following analysis: competitor research, site maps, user flow diagrams, information architecture diagrams, and interactive prototypes.

### UX Design Intern @ Solar Turbines

Jun 2017 - Dec 2017

- Initiated documentation project of reusable design components for InSight Platform's web and mobile application. Initiation led to the establishment of In Sight Platform's design system, which is now known as the Involve Framework.
- Built an interactive design system prototype with downloadable assets using HTML/CSS and JavaScript. Prototype was used for proposal presentations and user testing.
- Supported senior designers in the release of user flows, wireframes, mockups, prototypes, and UI design specifications.

### Web Developer @ Cal Poly Pomona - Associated Students Inc. (ASI)

Jan 2015 – Jun 2017

- Ran monthly reports to evaluate ASI's website's usability under the WCAG 2.0 Guidelines; and implemented accessibility improvements to ensure the website followed Section 508 standards.
- Built responsive web pages that were used as a resource for students and faculty to communicate events, involvement opportunities, and on campus information.

### Associate User Interface (UI) Developer @ NextGate Solutions

Oct 2016 – May 2017

- Worked closely with the solutions architect team to develop and update custom web applications to improve usability for healthcare applications with Angular.js and UI-bootstrap.
- Drafted sitemaps, wireframes, mockups, and user flow charts using Balsamiq to effectively communicate design ideas for internal documentation and approvals.

## Education

California State Polytechnic University, Pomona

Sept 2013 - Dec 2017

B.S. Computer Information Systems - Concentration in Application Development

## Certifications

University of California, San Diego – Extension

Jan 2018 - Mar 2020  
User Experience Design

Apr 2018 - Dec 2019  
Marketing Analytics

Scrum.org - Professional Scrum with UX

Issued October 2019

## Skills

### Design -

Accessibility Testing,  
Competitive Analysis,  
Information Architecture,  
Product Strategy, Prototyping,  
Site Mapping, Usability Testing, Wireframing

### Tools -

Adobe XD, Balsamiq,  
Bootstrap, Figma, Git/Github,  
Google Analytics, HTML/CSS,  
Illustrator, JavaScript,  
Photoshop, Sketch