

Jacquelyn Tse

Human-Centered UX Designer

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Experience

Lead UX Strategist @ Solar Turbines

Mar 2020 - Current

- Currently the team lead for the UX Digital Products team. Work with senior leadership across the organization to drive digital transformation, and improve customer experience.
- Current project focuses on understanding customer engagement with Solar's multiple public and private websites. Research is used to implement improvements within Solar's multiple domain structure and information architecture.

UX Strategist @ Solar Turbines

Apr 2018 - Feb 2020

- Led the design initiatives for the development of Solar's digital products website, now known as Solar Digital. Website contained resources to support the project management teams, business development and fleet managers.
- Built and maintained the Solar Digital website. Successfully launched phase 1 of the website. Website increased internal communication by 150%, and between 5 departments within Solar.
- Proposed design strategy to senior management with the following documents: competitor research, site maps, user flow diagrams, information architecture, 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 InSight Platform's design system, which is now known as the Involve Framework.
- Supported senior designer, and took charge to build an interactive design system prototype with downloadable assets using HTML/CSS and JavaScript. Prototype was used for proposal presentations and user testing.

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