

# Joel Elizaga • UX Engineer

✉ [joel@elizaga.org](mailto:joel@elizaga.org) 🌐 [joeelizaga.com](http://joeelizaga.com) 📞 [jelizaga](tel:jelizaga) 📺 [joel-elizaga](https://www.youtube.com/channel/UCj0lE1zaga)

Joel Elizaga is a UX engineer practicing an HCI-informed fusion of *design & development*.

## 🎓 Education

**BS. Informatics: Human-Computer Interaction** 2017  
University of Washington

## 🌟 Certifications

Full-Stack Development with JavaScript 2022  
University of Washington

Exploring GraphQL 2022  
The Linux Foundation

Foundations of UX Writing 2022  
University of Washington

Strategic Design 2019  
Rhode Island School of Design x Infosys

## 🧰 Experience

**UX Designer** 2019 - 2021  
Infosys

- *Semiconductor manufacturer*: Led team redesigning administrative portal of a shopper-facing marketing app featured in major electronics retailers across the globe.
- *Accounting firm*: Conducted in-depth heuristic analysis of internal benchmarking app.
- *Telecommunications company*: Usability analysis & re-design of chat panel for greater self-service automation and ticket deflection.

**Corps Member** 2018  
AmeriCorps NCCC

Completed 1916.5 hours of team-based community service throughout the southwestern United States, representing federal support of American non-profits.

- *Arizona* | SDMB: Built 3 miles of multi-use & mountain bike trails in the Sonoran Desert.
- *Texas* | Generation One: Directed volunteer groups on landscaping & hurricane recovery projects for senior citizens in the Third Ward of Houston.
- *New Mexico* | Not Forgotten Outreach: Deforested & developed land for an eco-therapy veteran service program in Taos.

**Video Production Intern** 2016 - 2017  
AnswerDash

## ★ Proficiencies

### **UX**

- ◇ User research
- ◇ Usability research
- ◇ Heuristic evaluation
- ◇ Card-sorting
- ◇ IxD grammar
- ◇ UX writing
- ◇ Prototyping
- ◇ Wireframing
- ◇ User journey mapping
- ◇ User flows
- ◇ Information architecture
- ◇ Personas

### **Engineering**

- 📄 HTML
- 📄 CSS
- 📄 JS JavaScript
- 📄 TS TypeScript
- 📄 NodeJS
- 🌀 React
- 📄 Express
- 🔥 MongoDB
- 📄 GraphQL
- 📄 Java
- 📄 Nginx
- 📄 Bash
- 📄 Linux
- 📄 Git
- 📄 Markdown

## 🏆 Achievements

### **President's Volunteer**

#### **Service Award - Gold**

Awarded for completing 1,900+ service hours while in AmeriCorps NCCC.