

Joel Elizaga | UX Engineer

 joel@elizaga.org  joeelizaga.com  [jelizaga](https://github.com/jelizaga)  [joel-elizaga](https://www.linkedin.com/in/joel-elizaga)

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
-  JavaScript
-  TypeScript
-  NodeJS
-  React
-  Express
-  MongoDB
-  GraphQL
-  Java
-  Bash
-  Linux
-  Git
-  Markdown

Achievements

President's Volunteer Service Award - Gold
Awarded for completing 1,900+ service hours while in AmeriCorps NCCC.