


Jessica Truong

User Experience Design and Research | San Francisco, CA

 jtdesign.space

 jessicatrung4@gmail.com

 510.735.4949

WORK EXPERIENCE

IT Administration

July 2016 - Present

Shaklee Corporation | Pleasanton, CA

- Provide high level support to CIO with projects involving IT infrastructure initiatives to optimize internal operations and security between international teams including China, Taiwan, Mexico, and Japan
- Reorganized IT billing procedure to enhance communication between IT and finance departments and resolved all delinquent payments and accounts
- Assisted with redesigning interoffice intranet for improved visuals, functionality, and user experience

Operations and Office Administration - Contract

February 2016 - July 2016

Handpick, Inc. | San Francisco, CA

- Optimized office operations by supporting company transition from B2C to B2B
- Supported Product Director and Content Director with data crawling and content contribution for app redesign

Operations and Office Administration

September 2014 - February 2016

rfXcel Corporation | San Ramon, CA

- Created and implemented the company's first travel and expense policy to streamline all employee travel procedures and improve office efficiency
- Assisted the Marketing Director with website redesign, conducting A/B tests, and content creation that resulted in a higher rate of user sign-ups and email subscriptions

EDUCATION

Certificate in Interaction Design

November 2016

*University of California,
San Diego via Coursera*

Certificate in User Experience Design

May 2016

Career Foundry

BA Psychology

June 2014

*Dean's Honors, Spring 2014
University of California, Santa
Barbara*

SKILLS

User Research

Usability Testing

Prototyping

Information Architecture

Wireframing

Mockups

TOOLS

Sketch

Photoshop

Illustrator

Balsamiq

Omnigraffle

Axure

Invision

LANGUAGES

Vietnamese