WEBSITE
www.melissajaen.com

MOBILE
773-318-5029

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melissajaen@gmail.com

MELISSA JAEN

Classically-trained linguist and passionate digital designer turned problem solving raconteur. I am an advocate of impeccable user research, and revel in creating interfaces that marry functionality with aesthetic design.

EXPERIENCE

WEB DESIGNER
PatientPop
Santa Monica, CA
2017 - Present

- Designs high-converting websites for physician clientele nationwide
- Contributes to the development and testing of proprietary design tool Atomic
- Facilitates training on HTML as team HTML/CSS Subject Matter Expert

DESIGN MENTOR
Bloc, Inc.
Los Angeles, CA / Remote
2017 - Present

- Mentors program apprentices in UX design fundamentals and use of industry tools
- Provides feedback to improve student understanding of user-centered best practices
- Meets one-on-one with students to answer questions and provide personalized guidance

DESIGN APPRENTICE
Bloc, Inc.
Chicago, IL / Remote
2016 - 2017

- Studied and applied best UX design principles to web and mobile app projects
- Created mobile apps, and responsive e-commerce and SaaS products
- Designed and coded personal portfolio using HTML5, CSS, JavaScript and Skeleton boilerplate
- Applied ethnographic research principles to user testing and research of projects

LANGUAGES

English
Spanish
Korean

EDUCATION

MASTER OF ARTS - LINGUISTICS
Northeastern Illinois University *Chicago, Illinois*

BACHELOR OF ARTS - INTERNATIONAL STUDIES, FINE ART
Loyola University Chicago *Chicago, Illinois*

UX TOOLBOX

User Surveys	User Flows	Adobe Photoshop	Omnigraffle	HTML
User Interviews	Sketching	Adobe Illustrator	UserTesting.com	CSS
Personas	Wireframing	Sketch 3	UsabilityHub	JavaScript (Basic)
Competitive Analyses	Usability Testing	Invision	Typeform	Git/Github