Yen Luong

Philadelphia, PA | yl3434@drexel.edu | (408) - 250 6444

EDUCATION

Drexel University   **Philadelphia, PA**
Bachelor of Science in User Experience and Interaction Design   *2023 - present*
- **Relevant Coursework:** User Interface Design, Design Thinking in Product Design, Web Authoring I, Human-Computer Interaction, Web Design.

De Anza College   **Cupertino, CA**
                                                                                                                                                 2020 - 2023
- **Relevant Coursework:** Photography, Design for Media, Web Page Development, Intro to Graphic Design: Images and Vector, Design and Color, Graphic Design: Communication I & II.

PERSONAL PROJECTS

Redesign Hue Boba Cafe's website   **Drexel University**
UI/UX Designer   *Fall 2023*
- Redesigned the Hue Boba Cafe website, focused on enhancing the overall user experience and visual appeal.
- Implemented a responsive design strategy, ensuring a seamless and engaging browsing experience across desktop and mobile platforms.

Personal Portfolio   **Drexel University**
UI/UX Designer   *Fall 2023*
- Developed and implemented a dynamic personal portfolio website, leveraging HTML and CSS to ensure optimal performance on mobile devices.
- Demonstrated design aesthetics, crafting an intuitive and user-friendly interface that reflects a modern and professional online presence.

EXPERIENCE

Granada Inn - Silicon Valley   **Santa Clara, CA**
Front Desk Assistant   *01/2020 – 09/2023*
- Managed inquiries, efficiently handled phone calls, and directed individuals to appropriate departments.
- Utilized office software to maintain an organized and efficient front desk operation.
- Facilitated clear communication and positive interactions with clients and team members.
- Committed to upholding a high standard of professionalism and hospitality in all interactions.

Hue Boba Café   **Philadelphia, PA**
Cashier/Barista   *09/2023-present*
- Delivered exceptional customer service by attentively receiving and fulfilling beverage and food orders, ensuring a positive and seamless experience for patrons.
- Collaborated seamlessly with team members to foster a cohesive and customer-centric environment, contributing to the cafe's reputation for excellence.

SKILLS

Technical Expertise: HTML, CSS, Microsoft Office (Words, PowerPoint, Excel), Adobe (Photography, Illustrator, InDesign, Acrobat, XD), Figma
Languages: Vietnamese, English