

ASHLEY TELSAN - UX/UI DESIGNER

CHATTANOOGA, TN | 662-400-0462 | me@ashleytelsan.com | [LinkedIn](#) | [Portfolio](#)

SUMMARY

UX/UI designer skilled in user-centered design who generates robust solutions with a background in visual design and multimedia production. Capable of generating robust solutions that optimize user experiences. Leveraging prior customer service experience to ensure seamless interactions between users and products. Seeking a challenging position as a UX/UI Designer to utilize these skills and continue delivering exceptional user experiences.

TECHNICAL SKILLS

Technical Skills: Figma, Webflow, Adobe Suite, Google Suite, Notion, Maze, Whimsical, Basic HTML/CSS

Research Skills: Competitive Analysis, Heuristic Evaluation, Journey Mapping, Empathy Mapping, User Interviews, User Testing, Task Analysis

Design Skills: Wireframes, Interactive Prototypes, Brand Development

EXPERIENCE

Thinkful

Online

UX/UI Design Immersion

02/2023 - 07/2023

- Conducted user surveys and interviews, leveraged data to develop personas, empathy, and journey maps, user stories, and flows in order to make informed design decisions
- Utilized the double-diamond process and design sprint
- Created effective case studies to showcase findings and design decisions with clients and stakeholders
- Produced professional projects from concept to completion including:
 - *C.U.B.S. (High-Fidelity Prototype)* | [Link](#)
 - An app that allows access to public transportation tracking and schedules for commuters.
 - Solo UX/UI designer.
 - Utilized double diamond design process and user-centered design.
 - Used Figma and Google Forms to conduct user research and create deliverables.
 - Built a branded, high-fidelity clickable prototype using Figma.
 - *Tri County Appliance Repair (Live Website)* | [Link](#)
 - A website that allows customers to request a repair online
 - Solo UX/UI designer.
 - Utilized double diamond design process and user-centered design principles.
 - Used Figma and Maze to conduct user research and create deliverables
 - Built a branded website using Webflow.

Humane Educational Society Chattanooga, TN

Client Service Representative

05/2022 – 02/2023

- Interviewed over 10 clients a day to obtain critical information for adoption approval or denial
- Increased advertisements for adoptable animals and adoption events, increasing overall adoption rates
- Improved protocols and procedures for office responsibilities such as intakes, return-to-owners, licensing, animal control issues, and adoptions

EDUCATION

Thinkful

Remote

Certificate, UX/UI Design Immersion

07/2023

University of Mississippi

Oxford, MS

Bachelor of University Studies

12/2020