

Peter Chong

UX Designer

Info:

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[LinkedIn Profile](#)
[Portfolio](#)

Education:

University of
Maryland

Robert H. Smith

Finance, Management
in Information Systems
Combined GPA: 3.47

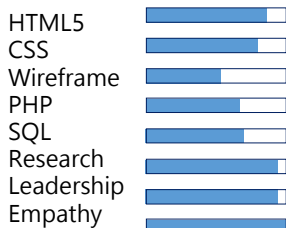
Fun Facts:

- Multi-Dollar artist;
was on iTunes
- Basketball fanatic
- Love to cook

Published 3 articles:

Views:10,000
Likes:900
Follows:350
Shares:150
Comments:30

Skills:



Work Experience:

IBM

UX Consultant

Washington, DC
Feb. 2018 – Present

- Develop e-learning courses on Adobe Captivate to increase engagement
- Coordinate design thinking sessions to create efficient user-flows with clients
- Create mock-ups for a new website design for a Government Agency to increase page view duration and to reduce bounce rates

SAP Concur

Product Manager Intern

Vienna, Virginia
Jun. 2017 – Aug. 2017

- Developed UI/UX for a free trial for a new product to increase conversion rate for existing users
- Led phone interviews with existing clients to gather requirements and build out personas
- Created user flows, notification alert, hotspot mapping, feedback loops and an engagement strategy

Talk Local

Business Strategy Analyst

College Park, Maryland
May 2015 – May 2017

- Interviewed, hired and managed a team of 25 interns, delegating projects accordingly to their skill-sets
- Assisted in developing users flows on speech apps for Alexa and Harman Kardon
- Designed user flows of a widget used on business pages that was published for use on Facebook
- Updated and managed internal metrics using QuickBooks Online to increase efficiency and lower expenses by 40%

OmniTek Consulting

I.T Consultant Intern

McLean, Virginia
Jun. 2016 – Aug. 2016

- Researched PSA platforms and used waterfall methodology to implement a resource management tool to increase productivity of consultants using VBA
- Initiated and delivered an SEO campaign to generate organic growth and identify broken pages
- Participated in extensive trainings in SDLC life cycle, Visio, and Microsoft Suite

Business Owner:

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Co-Owner

Washington, DC
Feb. 2014 – May 2015

- Managed up to \$20,000 a month and increase inventory turnover by 20% by optimizing an inventory tracking spreadsheet
- Sustained relationships with clients by producing an e-mail list of over 120 people to increase retention
- Added new complimentary products to increase average sale per customer by 33%
- Generate up to 2,300 views per month by maintain Yelp and Facebook pages and creating flyers and takeout menus