

# Crystal Pham

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UI/UX Designer with 6+ years of experience in web and mobile design with a graphic design background. My strengths are in problem-solving, collaboration, and communication with teammates to create detail-oriented intuitive solutions.

## Experience

### ujet.cx

UI Product Designer | February 2022 – Present

- Built, refined, and wrote documentation for design systems to be consistent across all products while allowing flexibility for B2B customer brands.
- Designed user flows and high-fidelity interfaces for B2B users in collaboration with designers and product managers.
- Delivered technically detailed hand-off files for engineers to increase communication and efficiency between product and engineering teams.

### ELL Creative

UI/UX Designer | February 2020 – February 2022

- Worked through the full design process to ship B2B web and mobile products that focused on consumers and usability.
- Partnered with the UX research team to inform design decisions and the development team to ensure smooth deliveries with QA.
- Led presentations with stakeholders and the internal team to communicate why the work meets business goals and improves the user experience.
- Spearheaded processes to advance the internal web process between all teams which improved collaboration and communication.

### Pennebaker

Web Designer | September 2015 – February 2020

- Trained designers in our internal web design process which improved collaboration and communication between the design and development teams.
- Worked through the full design process to ship B2B web and mobile products that increased usability and lead-generation.
- Partnered with the UX research team to inform design decisions and the development team to ensure smooth deliveries with QA.
- Led presentations with stakeholders and the internal team to communicate why the work meets business goals and improves the user experience.

### Versa Creative

Graphic Design Intern | May 2014 – May 2015

- Designed and prepared logos, social media, print collateral, and web for multiple B2C retail clients.
- Completed projects under tight deadlines in a fast-paced environment.

## Skills

- Design Systems
- UI/Visual and Interaction Design
- UX Research
- Stakeholder Presentations
- QA & Bug Reporting
- Agile Methodologies
- Communicative and Detail-oriented

## Technical Skills & Applications

### Design

Figma	Illustrator
Adobe XD	Photoshop
Adobe Suite	After Effects

### Front-End Development

HTML	Git
CSS/SCSS	VSCode
GitHub	CMS

## Education

### University of Houston

Bachelor of Fine Arts, Graphic Design  
2010 - 2015

## Professional Development

### Google’s UX Design Professional Certificate - Start the UX Design Process: Empathize, Define, and Ideate (2021)

User Interviews, Empathy Maps, Personas, User Stories, User Journey Maps, Accessibility, Problem Statements, Value Propositions, Ideation, Competitive Audits