STEPHANIE TRUONG

UX DESIGNER

CONTACT

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🌐 stephanie-truong.com

SKILLS

User Research
UI/UX Design
Persona Creation
Journey Mapping
Storyboarding
User Testing
Design Thinking

TOOLS

Sketch
Adobe Creative Cloud
Zeplin
Final Cut Pro

PROGRAMMING LANGUAGES

HTML
CSS
JavaScript
Basic knowledge in Python and C

EXPERIENCE

ACCENTURE   Jul 2018 - Present

Consulting Analyst

- Led working sessions with clients and facilitated conversations between different business teams to identify and define key business rules
- Defined and mapped out the future state to identify the impact of a new system on people, processes, and tools
- Redesigned the current processes to address inefficiencies and reimagined how the new experience would be in the new tool

UI/UX Designer

- Worked as the sole designer at a telecommunication client and designed new features to enhance their retail experience
- Conducted observations, interviews, and contextual inquiries with sales associates and store managers to understand their day to day operations and painpoints
- Acted as the voice of the users to provide recommendations for product managers and the director of retail technology to make key business decisions

CARNEGIE MELLON UNIVERSITY   Jan 2018- May 2018
HUMAN-COMPUTER INTERACTION
INSTITUTE

Research Assistant

- Conducted field observations and recorded different interactions in multiple classrooms to gather data on how a new framework could help teaching assistants teach better
- Conducted semi-structured interviews with participants to gain insights into their experience with the new tool

UPMC DEPARTMENT OF DERMATOLOGY   Jan 2018 – May 2018

Product Designer

- Created and executed a research plan to identify the patients' and nurses' primary needs, painpoints and expectations using contextual inquires, heuristic evaluations, diary studies, and interviews
- Developed a post-operative care assistant that could handle patients' concerns during the post-operative recovery and tested the prototype with users

EDUCATION

CARNEGIE MELLON UNIVERSITY

Bachelor of Science with University Honors (GPA 3.75)

Major in Human-Computer Interaction and Business
Minor in Media Design