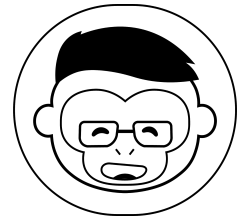# Elson S. Tran

(206) 992-3144 | tranhuaes@gmail.com | elsontran.com | linkedin.com/in/elsontran

Summary

Ambitious UX designer with high focus on attention to detail seeking to expand knowledge within the design field and striving to become a valuable asset

Experience

User Experience Designer - Amazon Search Design Team | Seattle, WA

Oct 2018 - Present

- Ownership of migrating design documentation from design team to an internal CMS that requires a basic understanding of HTML and CSS and meeting deadline expectations
- Provide QA team with design knowledge to improve audit presentations
- Collaborate with Design Technologist Team to design and test symbols within Sketch for an internal tool kit, documenting bugs and ensuring symbols are up to date.
- Conduct contextual inquiries with directors, senior and mid level designers to identify pain points revolving around the internal toolkit and CMS

User Researcher - Davis Door Services | Seattle, WA

September 2018 - September 2018

- Conducted stakeholder interviews and user interviews to identify pain points with the current process for service request and business development
- Provided team with insight that helped improve client's current website into a better tool
- Directed 10 usability tests while iterating yielding further improvements on design concepts
- Deliverables included presentation of final concept design, design process, clickable prototype and future steps with stakeholders

Business Development II - eFinancial | Bellevue, WA

November 2017 - July 2018

- Designed a CRM process that increased sales close rate by 10% with B2B clients
- Screened 150+ clients daily, identified pain points and provided products that satisfied needs

Client Experience - OfferUp | Bellevue, WA

December 2016 - July 2017

- Spearheaded 3 Hackathons for the Client Experience Team and Trust & Safety Department as User Researcher and Project Manager resulting in 5 internal tool redesign that improved team efficiency which lead to reduced company overhead cost
- Utilized Zendesk CRM to discover user concerns and pain points solving an average 600 tickets per week and solving 1300 tickets in one week during a ticket bash
- Reported technical issues using JIRA and coordinate with the engineering team and PMs

Education

General Assembly, Seattle, WA — *User Experience Design*

July 2018 - October 2018

- Full immersive UX Design program

Highline Community College, Des Moines, WA — *Associate of Arts*

September 2008 - June 2010

Design Concepts

Affinity Mapping
Content Strategist
Data Synthesis
Design Studio
Iconography
Ideation
Information Architect
Interaction Design
Persona
Rapid Prototyping
Usability Testing
User Research
UX/UI
Visual Design
Web/Mobile Design

Design Tools

Adobe Dreamweaver
Adobe Illustrator
Adobe Photoshop
Bootstrap
Confluence
CSS
Draw.io
HTML5
iMovie
InDesign
Jira
Keynote
MS Office Suite
Omnigraffle
Paper and Pencil
Sketch

Volunteer

Tet In Seattle
Business Director
2010 - 2018

Celebrate Little Saigon
Planning Committee
2011 - 2018