

Tristian Ngo

[TristianLuuNgo.github.io](https://github.com/TristianLuuNgo)

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EDUCATION

James Madison University, Harrisonburg, Virginia, United States

Bachelor of Science (B.S.), May 2019

- Major: **Media Arts and Design**, Concentration: **Interactive Design**
- Minor: **Computer Information Systems**

WORK EXPERIENCE

UX Content Strategist, Washington DC

Nov 2021 – Present

Web Development Group (WDG)

- Conducted strategy with early-stage design discovery, ideation techniques, and research methods for multiple existing and prospective clients.
- Researched and analyzed clients website data using Google Analytics, Screaming Frog to perform SEO analysis and monitor web analytics.
- Collaborate closely with colleagues at all levels of the organization including marketing, creative, and deliver engaging and relevant web experiences to visitors and prospects.
- Analyze web performance data and recommend new content updates and produce decks to support content strategy goals.

UI/UX Designer, Washington DC

May 2020 – Nov 2021

Accenture Federal Services, Department of Education

- Delivered UI/UX design solutions in a client-facing role for a variety of projects that include custom and/or digital platforms primarily for government clients.
- Delivered interface design solutions for various clients, including highly detailed annotated wireframes and user flows within complex web applications.
- Work directly with both external clients and internal, cross-functional teams on projects.
- Conduct meticulous testing on all proposed designs going into Production, noting all defects using JIRA tickets.

Front End Developer (Remote), Fairfax VA

June 2019 – May 2020

REACCT Systems Corp

- Designed wireframes and used prototyping tools to design web application mock ups.
- Used JavaScript library Isomorphic and XML to design company's first Web Application Interface.
- Used Advanced Business Language Code to connect Data Sources with Front-End Web Application Interface.

Micro-Computing Lab Manager, Harrisonburg VA

April 2017 – April 2019

James Madison University Computer Lab Operation Services

- Provides supervision and training to 30+ student assistants regarding software, hardware, and lab procedures
- Develop policies and procedures to ensure efficient lab operations
- Coordinate and perform software installations

LEADERSHIP & OTHER EXPERIENCES

Visual Designer/Digital Creator

June 2019 – Present

Purposeful Unconditional Service to Others (P.U.S.O.)

- Voluntarily designed nonprofit's web store and website using applications such as Shopify, and Wix.
- Voluntarily designed flyers and graphics used for fundraising events.
- Assisted team to come up with marketing plans to gain more exposure and support.

Web Designer and Social Media Coordinator

November 2019 – Present

Christ Central Presbyterian Church (CCPC)

- Voluntarily designed the church's website.
- Voluntarily designed flyers and graphics used for church events and controlled social media posting.

SKILLS

Development Languages

- HTML5/CSS6, BootStrap,

Design Software

- Adobe Creative Suite, Axure RP, Balsamiq, Sketch, Figma

SEO (Search Engine Optimization) Tools

- Moz, Screaming Frog SEO, SEMRush

Frameworks and Collaboration Tools

- Agile, Scrum Methodology, Abstract, GitHub, InVision, Craft, SVN, JIRA,

