

## SKILLS

UX Design	Usability Testing	Adobe Creative Suite	Microsoft Office Suite
UI Design	Prototyping	Adobe Photoshop	Outlook
Graphic Design	Wireframing	Adobe Illustrator	Word
Visual Design	Information Architecture	Adobe InDesign	Excel
Product Development	HTML/CSS	Adobe After Effects	Power Point
User Research	JavaScript	Adobe XD	Publisher

## DESIGN PROJECTS

### Freelancer

Various Clients  
Seattle, WA  
03/11 - Present

- Designed formal visual assets for weddings including official invitations and ceremony programs
- Illustrated front and back covers of self-published book, *I Love Seattle!*, by author George Singleton
- Animated the title sequence for YouTube series, *Celebrity Auction Doctors*

### UX Researcher, UX Designer

Seattle Badminton Club  
Kirkland, WA  
04/19 - 06/19

- Utilized the full user experience design process to redesign the dated website of a local organization, the Seattle Badminton Club
- Interviewed 8 club patrons, surveyed 24 club members and used CrazyEgg analytics to discover users' current experience and workflows
- Used wireframes to design low-fidelity prototype and refined based on input from six usability tests
- Designed final high-fidelity prototype with improvements to users' three most important tasks: ladder registration, schedule and class registration

### UX Researcher, UX Designer

nFocus Solutions  
Seattle, WA  
10/18 - 03/19

- Proposed a design solution to improve the customer experience with client's main product, TraxSolutions: data collection software for nonprofits
- Interviewed 11 members of various nonprofits to hear their stories and to identify a problem space that a design solution could improve
- Brainstormed several possible solutions and used iterative concept evaluation testing with target audience to test the effectiveness of designs
- Based on the research results, presented stakeholders with final proposed solution: a standardized note-taking form that can be filled by hand to then have a photo snapped of it and uploaded to main database

### Visual Designer, Graphic Designer

Seattle Emeralds NHL Hockey Brand  
Seattle, WA  
04/18 - 10/18

- Designed a compelling visual identity for the upcoming Seattle NHL Team
- Created a consistent brand through carefully crafted color scheme, typography, logo and uniforms
- Manufactured marketing materials for print and web applications such as flyers, advertisements and tickets to promote the team

### Visual Designer, Graphic Designer

Kona Kitchen Restaurant  
Seattle, WA  
08/18

- Rebranding for a local restaurant, by designing a new visual identity including a new color scheme, typography and redesigned logo
- Established a consistent brand across the website home page, menu and marketing poster to represent the communication goals of the restaurant

## WORK EXPERIENCE

### Customer Service Representative

Swagelok Northwest  
Kent, WA  
07/14 - Present

- Utilized exceptional personal skills to assist customers with purchase orders, quote requests, and technical inquiries
- Applied strong communication skills to collaborate with multiple departments including sales team, engineers and warehouse staff to meet customer needs
- Performed multi-tasking under high-pressure working conditions to meet crucial customer deadlines

## EDUCATION

### University of Washington

Seattle, WA  
10/16 - 6/19

Master of Science in Human Centered Design and Engineering

### The Art Institute of Seattle

Seattle, WA  
07/10 - 12/13

Bachelor of Fine Arts in Media Arts and Animation