

SKILLS

UX Design
UI Design
Visual Design
Graphic Design

User Research
Usability Testing
Wireframing
Prototyping

Animation
Digital Marketing
Print Design
Photo Editing

Adobe Creative Suite
Microsoft Office Suite
HTML/CSS
Javascript

WORK EXPERIENCE

MARKETING ASSISTANT

Kidder Mathews Real Estate Agency
Seattle, WA
10/19 - Present

- Utilized InDesign, Illustrator, and Photoshop to design print and digital marketing materials in the form of flyers, packets, social media posts and electronic flyers to promote properties
- Worked within the firm's existing brand guidelines to ensure that designs adhered to the company's visual identity to effectively represent its communication goals
- Employed proficient multi-tasking skills to manage an average of five flyers and packets at once on a daily basis, accounting for over 29% of my team's designated workload
- Combined strong organizational skills and work management tool, SmartSheet, to oversee status of projects and ensure completion within tight deadlines and by critical client due dates
- Designated lead for quarterly market reports, completing over 59% of reports assigned to all 21 company offices, and training over 30 fellow employees in the process of preparing the reports

CUSTOMER SERVICE REPRESENTATIVE

Swagelok Northwest
Kent, WA
07/14 - 08/19

- Utilized exceptional personal skills to assist customers with purchase orders, quote requests, and technical inquiries in a fast-paced, high-pressure work environment
- Applied strong communication skills to collaborate with multiple departments including the sales team, engineers and warehouse staff in order to meet customer needs
- Analyzed the customer will-call experience and implemented improvements to the process that resulted in customer wait-time reducing by 93%

DESIGN PROJECTS

UX DESIGNER/VISUAL DESIGNER

Dragon Ball Multiverse Webcomic
Auburn, WA
02/21

- Took the initiative to create a conceptual redesign of the website for the unofficial, fan-made webcomic, Dragon Ball Multiverse
- Drew on knowledge as actual target user to improve user experience by streamlining user workflows and the site's information architecture
- Created strong, consistent visual identity through selection of colors and typography to unify the branding of the website with that of the actual comic
- Iteratively designed the website through a well-structured design process that consisted of mood boards, wireframes, and prototypes

UX DESIGNER

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

- Utilized the full user experience design process to create a proposed redesign of the dated website for the local organization, the Seattle Badminton Club
- Interviewed 8 club patrons, surveyed 24 club members and used CrazyEgg analytics to discover users' current experiences, goals, workflows and pain points
- Used iterative design to create wireframes and a low-fidelity prototype that was tested and refined based on the input from six usability tests
- Designed high-fidelity prototype for both desktop and mobile that implemented improvements to users' three most important tasks: ladder registration, schedule and class registration

EDUCATION

UNIVERSITY OF WASHINGTON

Seattle, WA
10/16 - 06/19

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