



VICTOR P. NG

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I'm a **UX DESIGNER** looking to apply design skills in innovative, interesting, and creative ways. I am motivated by multidisciplinary teamwork and continuous self-improvement. My goal is to work alongside creative minds to enhance user experiences and build products that are sustainable and intuitive.

SKILLS

UX Design
Interaction & Visual Design
User Research & Testing
Graphic Design
Wireframing & Prototyping
Cross-Functional Teamwork
Web Development
Technical Writing

TOOLS

Adobe XD
Sketch
Figma
Illustrator
Photoshop
InVision
GitHub
HTML / CSS / JavaScript

PROJECTS

UX Designer | Hackathon August 2019

- Collaborated with developers to create homeless resource app.
- Produced product deliverables under 2 days.
- Designed paper prototypes, sketches, and wireframes.

Interaction Designer | Hazel Analytics July 2019

- Designed wireframes and interactive prototype for user testing.
- Delivered 4 product features of food safety app under 3 weeks.
- Conducted 3 rounds of usability testing of prototype with users.

EXPERIENCE

Graphic Designer | The World is Fun November 2018 - Current

- Produced and updated physical materials for the organization with over 5,000 volunteers and 90 staff members.
- Worked collaboratively with design team to create client needs such as signage, posters, anniversary logos, and volunteer badges.

End User Computing Analyst | Shire Pharmaceuticals May 2016 - March 2017

- Managed day to day operations in multiple buildings of the Shire Lexington, MA campus, comprising of approximately 1000+ end users.
- Responded to user service calls and service tickets to troubleshoot and resolve reported incidents at the tier 1 level.
- Managed customer communications and initiatives to realize improved customer service and satisfaction.

Technical Analyst | ComputerSupport.com Jan 2015 - Jan 2016

- Focused on delivering exceptional support and strategic solutions through managed on-site and technology services with over 30 clients.
- Responded to inbound technical calls and help desk tickets from customers in an efficient, courteous, and knowledgeable manner.
- Ensured that all calls and tickets have been thoroughly resolved and documented.
- Resolved problems by collecting information, assessing the customers' needs and conducting research to implement the appropriate solution.

EDUCATION

General Assembly 2019 | User Experience Design Immersive

Seattle University 2017 - 2018 | Web Development Certificate

University of Massachusetts Amherst 2011 - 2014 | BA Information Design