

△MES ▽UONG

UX/UI Designer / Digital Strategist

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SUMMARY

I bring a user centric philosophy and strive to emphasize functionality and utility in my designs. From my previous positions in political campaigns to my experience supporting customers at a fast-paced start-up, I have a strong sense of empathy and compassion for the user in my work. I'm looking to make a difference in the world in my next venture.

DESIGN EXPERIENCE

QSPACE: Nov 2016 - current

Freelance website redesign and consultation

General Assembly New York City: Sept 2016 - Dec 2016

User Experience Design Immersive

OTHER WORK EXPERIENCE

Blue Apron: Customer Experience Associate - Jan 2016 - Sept 2016)

- Helped up to 100 customers a day on email and phone
- Troubleshoot customer issues - from technical to culinary

Triangle Associates, Inc. (Environmental Consulting & Education):

Administrative Assistant - Jul 2014 to Sep 2015

- Increased social media impressions on Facebook and LinkedIn
- Helped lead website redesign as web committee member
- Helped run front office
- Produced graphics for company proposals for national
- Planned logistics for Washington State Salmon Committee Meeting

EDUCATION

General Assembly - NYC

User Experience Design Immersive - 2016

University of Puget Sound - Tacoma, WA

BA International Political Economy 2011

Emphasis: Global Development

Minor: Politics & Government

Thesis: A Whole New World: creating a space for hackers in society and state-relations

Trường Đại học Kinh Tế - Hồ Chí Minh City

School for International Training, Vietnam: Culture, Social Change, and Development - 2010

UX PROCESS

User Research
User Interview
Contextual Inquiry
Empathy Mapping
Affinity Mapping
Wireframing
Prototyping
Mockups

PROGRAMMING

HTML
CSS

SOFTWARE

Sketch
Photoshop
InDesign
Final Cut
SalesForce
Wordpress
ZenDesk
TalkDesk

OTHER SKILLS

Customer Service (phone and emails)
Office Management
IT Troubleshooting
Editing
Social Media

OTHER INTERESTS

Cooking
Exploring Restaurants
Listening to podcasts
Writing
Civic Tech
Social Good