

# △MES ▽UONG

UX/UI Designer / Digital Strategist

amesvuong@gmail.com • amesvuong.com • 360.951.4550 • Brooklyn

## 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