**CHRIS JOHNSON | UX DESIGNER**

Philadelphia, Pa | 267-585-6290 | ChrisJthankyou.UXDesign@gmail.com |[GitHub](https://github.com/justThisChris)| [LinkedIn](https://www.linkedin.com/in/chrisjthankyou/) | [Portfolio](https://www.chrisjnow.com)

**SUMMARY**

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An aspiring UX interactive Designer who specializes in building exciting products, implementing effective campaigns, and uncovering behavioral insights for consumers and non-consumer industries around the world by leading innovation in customer experience, product design, technology, marketing, and branding. A recent graduate of the Thinkful UX/UI design program with vast experience as a designer in multiple industries, including banking, research/development, and survey analysis, demonstrating proven adaptability and knowledge of various techniques and tools appropriate for UX/UI Design.

**TECHNICAL SKILLS**

**Software:** Figma, Google Suite, and Adobe Illustrator

**Data methods**: User data analysis, data visualization, presentation design, structuring data, design discovery, use-case exploration, mental modeling, A/B testing, and t-tests

**Additional tools:** Discord,FigJam, Logic Pro X, and Microsoft XBOX

**Additional skills:** Lean manufacturing, multi-Instrumentalist, and computer science proficiency

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**UX/UI DESIGN PROJECTS**

***Busenji Bus App*** | Thinkful | [ChrisJNow.com](https://www.chrisjnow.com/) 07/2022

**Navigational App, Student Project**

* Developed new features and user interfaces from wireframe models.
* Gathered research and assessed what needed a redesign for usability testing.
* Analyzed user feedback and activity and iterated to enhance the user experience.
* Created visualizations in Figma and presented data in Google Slides to highlight case study findings and justify design decisions.

***I Dissent*** | Thinkful | [ChrisJNow.com](https://www.chrisjnow.com/)  10/2022

**Board Game Web Companion, Student Project**

* Developed a web version of a Board Game manual.
* Compiled persona data to design testing procedure.
* Designed web page layout for MVPs.

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**PROFESSIONAL EXPERIENCE**

***Bridgeset Sound*** | <https://bridgesetsound.com>/ Philadelphia, PA

**Music Specialist** 04/2012 – Present

* Conduct statistical analysis to identify and address problems with customer conversions and reveal insights to boost conversions.
* Develop and implement music program activities that engage clients in a positive musical experience.
* Monitor the effectiveness of program activities and recommend or implement improvements.
* Maintain communication with service coordinators daily regarding client issues or concerns.
* Act as an on-site resource to individual students and groups accessing computer technology.
* Help familiarize students with software; assist students in registering for classes, completing assignments, and orient students to the music lab.
* Troubleshoot and diagnose fundamental problems with computer equipment.
* Perform minor maintenance and repairs on equipment as necessary.
* Refer problems to the Computer Labs Coordinator or Help Desk if unable to resolve them.

***Peg and Awl*** | <https://pegandawlbuilt.com/> Philadelphia, PA

**Production Associate** 11/2012 – 01/2018

* Developed prototypes and tested functionality.
* Implemented design requirements based on briefs from internal teams and external partners.
* Developed production cycle specifications for stakeholders and design team members to review.
* Discovered new product opportunities.
* Analyzed how new products tied in with market needs and consumer preferences.
* Redesigned existing products to make them more user-friendly.

***TD Bank*** | <https://www.td.com/us/en/personal-banking> Mount Laurel, NJ

**Customer Service Representative** 06/2007 – 01/2010

* Identified customer needs and desires to recommend the appropriate product or service.
* Provided feedback to other departments to help improve sales, marketing, and business processes.
* Gathered customer information and input data into the system in a confidential manner
* Identified opportunities for new products.
* Handled customer complaints by providing solutions, often within a time limit, to ensure the customer was satisfied.

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**EDUCATION**

***Thinkful*** Online

**Certificate**, **UX/UI Design Program**  10/2022

* From concept to completion, produced and presented professional projects.
* Surveyed and interviewed users to develop personas, empathy and journey maps, user stories, and flows to make informed design decisions.
* Acquired practical experience with current UI/UX techniques and tools, including collaborative design tools and productivity suites for cross-department workflows.
* Built skills in user experience design systems using tools such as Figma, Sketch, and Adobe XD.
* Achieved proficiency in methodologies such as user testing, wireframing, card sorting, case study generation, rapid prototyping, and user data analysis.