

Jeremy Tran

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Summary

UX/UI Designer and Tinkerer at heart. Designs intuitive interactions with delight. Digs deep into research and all functions of design tools. Learns ridiculously fast and thrives under pressure.

Hard Skills

User Research

User Surveys, User Interviews, Contextual Inquiry, Persona, User Testing

Design

Affinity Diagramming, Rapid Prototyping, Wireframing, Interaction Design, Visual Design, Logo Design, Motion Design

Code

Wordpress Development
Familiar with HTML & CSS

Main Tools

Sketch

Master of workflow and plugins

Principle

If it can be imagined, it can be animated

Adobe Creative Suite

It's all about the pen tool

Pen & Paper

Produce ideas and sketches like a madman

Education

Full-Stack Design Diploma

Red Academy 2019

TESOL Certification

Canaglobe 2006

Design Experience

Technical Director

- *Evolve Branding*

March 2020 - Current

- Collaborate on company growth focusing on process and structure
- Research, set up, and education on communication technology (Asana, Google drive file stream, slack)
- Discover efficient and effective processes for design software (adobe cc, sketch, elementor)
- Design internal documents and templates (white papers/proposals, etc.)
- Educate clients in regards to UX/UI Design

Senior UX/UI Designer

- *Evolve Branding*

Oct 2019 - Current

- Oversee and design website UX/UI and often Wordpress development+elementor page builder from start to finish
- Projects include a wide variety of industries (ride share company, luxury temporary housing, Clinical EHR, etc.)

Design Software Instructor/TA

- *RED Academy*

June 2019 - March 2020

- Instruct/TA for UX/UI design students
- Software covered: Sketch, Adobe XD, Principle, Adobe CC

UI Designer - *One to One*

May 2019 - June 2019

- Nonprofit organization empowering children to develop literacy skills through one on one tutoring
- Redesigned website and logo staying in line with current branding guidelines while creating a fresh modern appeal.

UI Designer - *Banging Rocks*

Apr 2019 - May 2019

- Digital deck of cards for facilitating excellent meetings
- Designed visual aspects of the app with unique branding
- Created logo, animated logo and interactions, with purposefully selected typography and colours.

UX Designer - *Intra Fitness*

Feb 2019 - Mar 2019

- Website for personal fitness and life coach starting with the right mindset to freedom, health, and happiness
- Did market research and conducted surveys/ interviews
- Extensive site-audit of current website
- Design process: affinity diagramming, information architecture, rapid prototyping, testing, wireframing, and more testing

UX Designer - *to:Resonate*

Jan 2019 - Feb 2019

- Research-based sonic therapy app to relieve anxiety and chronic pain effortlessly within 5 minutes
- Comprehensive competitor analysis, interviews, persona creation
- Developed MVP (minimal viable product), Created user flows with rapid prototyping, wireframing, and testing.

Past Experience

Operations Support, In Home Sales - *Shaw Communications Inc.*

2014 - 2018

- Data entry and order fulfillment of telecom services
- Phone support for sales reps regarding sales and best practices
- Generated daily reports and leads

- Created scripts for excel and internal tracking and booking systems

Senior Technical Service Representative

- *Shaw Communications Inc.*

2012- 2014

- Troubleshoot telecom services with customers to resolve technical issues
- Took care of escalations as well as resolved billing and retention issues
- Facilitated training classes for new agents
- Backfill for other departments (chat support, dispatch, etc.)

Senior Computer Sales Associate - *Best Buy Co. (Future Shop)*

2012 - 2012

- Sold and educated customers on computers and service plans

Restaurant Floor Manager - *Guu with Garlic*

2009 - 2012

- Served customers, booked reservations, ordered supplies, managed staff & schedules,

ESL Teacher

- *Various schools in Tokyo area, Japan*

2007 - 2009

- Taught conversational English (vocabulary, grammar, comprehension, etc) from kids to adults

Senior Sales Associate - *EB Games Canada*

2006 - 2007

- Sold and educated customers on video games and service plans