

Sarah Truong

UX Manager | Project Manager

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PROFESSIONAL PROFILE

Experienced UX professional with over six years in digital design and product development, focused on delivering user-centric solutions that enhance engagement and satisfaction. Has a keen eye for detail and a proven track record of delivering innovative products across web and mobile platforms. Proven ability to improve design consistency, optimize processes, and boost key metrics like user engagement. Seeking to leverage experience in leading cross-functional teams and managing complex projects in a dynamic project management role.

WORK EXPERIENCE

Travel + Leisure, Orlando, FL

UX Manager

2022 – Present

- Led and managed a team of 3-5 designers, overseeing resource allocation, workload balancing, and project execution to ensure high-quality deliverables met business objectives and deadlines.
- Developed user-centric solutions for digital solution projects, working closely with cross-functional teams to define project requirements and refine deliverables.
- Manage projects that resulted in measurable improvements, including a 20% increase in user engagement and a 15% boost in satisfaction scores.

Wiley Education Services, Orlando, FL

Lead UX Designer

2020 – 2022

- Directed agile teams, ensuring alignment with organizational goals and successful project execution. Redesigned landing pages that boosted conversions by nearly 50% for university partners.
- Established and implemented an internal design system, leading to a 20% reduction in project turnaround times and enhanced operational efficiency.

ConnectWise, Tampa, FL

Product Designer

2019 – 2020

- Collaborated closely with cross-functional teams to ensure seamless integration of new features and alignment with design systems.
- Managed initiatives to enhance design consistency, resulting in a 30% increase in user satisfaction and a 15% reduction in operational issues.

UGA Office of Institutional Diversity, Athens, GA

Office Assistant

2011 – 2014

- Provided administrative support to the provost, reducing the workload of team members by 20%, resulting in improved productivity and better delivery of services.
- Created and maintained spreadsheets and databases, streamlining the office's administrative processes.

EDUCATION

Associate in Science Graphic and Interactive Design, Valencia College, Orlando, FL

2015 – 2017

Bachelor of Science Microbiology, University of Georgia, Athens, GA

2011 – 2015

SKILLS

Managerial: Hiring and Training, Project Planning, Task Management, Conflict Resolution, Team Collaboration

Design: Figma, Adobe Suite, Sketch, CMS, HTML/CSS, Prototyping, Web Design, User Research, Webflow

Digital Marketing: Email Marketing, Basic SEO, Mail Chimp, Google Analytics