

Sarah Truong

Senior UX Designer

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PROFESSIONAL PROFILE

Design, data, and user driven Senior UX Designer with proficient skills in prototyping, wireframing, design softwares (Sketch, Figma, Adobe XD, Adobe Suite), and front-end development. Seeking a design position that will leverage my 5+ years of experience designing successfully shipped mobile apps, enterprise products, and web applications. I strive to create innovative solutions to better user experiences through aesthetics and problem-solving.

WORK EXPERIENCE

Travel + Leisure, Orlando, FL

UX Manager

Feb 2022 – Present

- Led the creation of innovative digital solutions, managing multiple projects within deadlines and budgets.
- Developed and executed comprehensive design strategies, collaborating closely with cross-functional teams to outline deliverables, project roadmaps, and detailed design plans.
- Successfully elevated digital products by ensuring improved performance across diverse platforms, leading to a 20% increase in user engagement and a 15% boost in user satisfaction scores over two years.

Wiley Education Services, Orlando, FL

Lead UX Designer

Dec 2020 – Feb 2022

- Guided agile teams in multi-platform design ideation for student journey enhancements.
- Redesigned landing pages that boosted conversions by nearly 50% for university partners.
- Implemented an internal design system, cutting project turnaround times by 20%.

ConnectWise, Tampa, FL

Product Designer

Oct 2019 – July 2020

- Played a pivotal role in the research, design, and prototyping of new features for flagship products with a user base exceeding 100,000 across web (React) and mobile (iOS & Android).
- Collaborated closely with cross-functional teams to ensure seamless integration of new features and alignment with design systems.
- Improved user experience, increasing satisfaction by 30% and feature adoption by 20%. Enhanced design consistency across products, reducing issues by 15%.

Westgate Resorts, Orlando, FL

Digital Designer

July 2018 – Oct 2019

- Enhanced website conversion rates by 30% through website redesign projects and digital design initiatives.
- Improved production efficiency by establishing a design library and optimizing design processes, reducing project turnaround times by 15%.

EDUCATION

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

Sep 2015 – Dec 2017

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

Aug 2011 – May 2015

SKILLS

Design: Adobe Suite, Sketch, Balsamiq, InVision, Prototyping, Web Design, User Research, Usability Testing

Development: HTML/HTML5, CSS/CSS3, Basic JavaScript, JQuery, and Bootstrap

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