

# Chelsey Lew

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## UX | UI Designer

As a passionate designer, interested in technology, and a lover of numbers, I am excited to add efficiency and a positive voice to your company. I create intuitive, efficient, designs that are easy to use, so that interacting with them creates a positive, empowering experience.

### SKILLS

Prototyping  
Wireframing  
User interviews  
Usability tests  
UI Design

### TOOLS

Sketch  
Omnigraffle  
Excel  
ArtRage  
Sketchbook Pro  
Wordpress  
HTML/CSS

### WORK

#### General Assembly, SEATTLE, WA

MAR 2019 – PRESENT

##### *Instructional Associate*

Instructing and coaching 12 students on UX process, developing their skills in research, information architecture, organization and hierarchy of data, and visual design.  
Leading workshops on Sketch, Invision, Excel, and intro to UX.

#### EMERALD CITY BLUES FESTIVAL, SEATTLE, WA

JAN 2018 – PRESENT

##### *UX Designer*

Conducting 6 card sorts to establish information architecture.  
Establishing style guide with current logo to represent brand.  
Creating 8 page site from paper sketches to published.

#### LONELY PRODUCE, SEATTLE, WA

Oct – Nov 2018

##### *Interaction Designer*

Providing a start-up with a research driven prototype.  
Generating paper sketches, wireframes, clickable prototypes.  
Conducting usability tests in an agile work environment.  
Including proper team hand off methods, strict deadlines, and managing client communication.  
Iterating on initial research findings.

#### BEDKNOBS AND BROOMSTICKS, SEATTLE, WA

MAR – SEPT 2018

##### *Customer Service and Sales Associate*

Providing the company a content management system for a new market of client.  
Managing expectation with clients, and confidence with customers.

#### LOWES (THE MINE), KIRKLAND, WA

OCT 2014 – MAR 2018

##### *Workforce Management, Lead Resource Planning*

Developing a dashboard used to provide real time and historic data.  
Forecasting staffing needs for eight teams.  
Aligning available workforce in accordance to business need.  
Utilizing Excel for operation and agent metrics data to improve company wide efficiency.

Jun 2016 – Mar 2018

##### *Customer Care Lead, Voice, Chat, Multimedia*

Revolutionizing over 10,000 emails a month.  
Discovering and fixing issue that reduced headcount by 4 FTE  
Promoted from a Care representative to team lead for 8-18 individuals.  
Responsible for training, and handling escalated situations.  
Coaching team members on maintaining and improving business standards.

Oct 2014 – Jun 2016

### Volunteering

Front Desk - Wit Regatta  
Accessibility Coordinator - The Dance Thing  
Front Desk - Convey UX  
Site Lead - IxDA's Interaction 19  
Speaker Coordinator - Women in Cloud Summit 2019

### GENERAL SKILLS

- Positive Attitude
- Conflict Resolution with client and customer on the phone, chat, email, and face to face
- Worked with remote clients and team
- Experience with analyzing data to find trends, drivers, and discrepancies

### EDUCATION

General Assembly User Experience Design Immersive, Seattle, Wa

2018

Edmonds Community College (General AA), Lynnwood, Wa

2010 – 2012