

Chelsey Lew

UX | UI Designer

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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.

WORK

GENERAL ASSEMBLY, SEATTLE, WA

UX Instructional Associate

Instructing and coaching 40 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.

MAR 2019 – PRESENT

CHELSEY LEW DESIGNS, SEATTLE, WA

UX Designer - High Fidelity Fusion

Designing and developing 17 page Squarespace site

Creating style guide, logo, and brand identity

Adapting main design for print, digital, and merchandise

UX Researcher - Emerald City Blues Festival

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.

UX Designer - Lonely Produce

Providing a start-up with a research driven prototype.

Generating paper sketches, wireframes, clickable prototypes.

Conducting usability tests in an agile work environment.

OCT 2018 – PRESENT

BEDKNOBS AND BROOMSTICKS, SEATTLE, WA

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.

MAR – SEPT 2018

LOWES (THE MINE), KIRKLAND, WA

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.

OCT 2014 – MAR 2018

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

SKILLS

Prototyping

Wireframing

User interviews

Usability tests

UI Design

TOOLS

Sketch

Omnigraffle

Excel

ArtRage

Sketchbook Pro

Wordpress

HTML/CSS

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

Projects

UX Designer - Weird a.i. -

Globant Hackathon

UX Designer - Get Richer -

Start Up Weekend

EDUCATION

General Assembly User Experience Design Immersive, Seattle, Wa 2018

Edmonds Community College (General AA), Lynnwood, Wa 2010 – 2012