Chelsey Lew

UX | UI Designer

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As a passionate designer interested in technology, and a lover of numbers, I am excited by adding efficiency and a positive voice to a team. 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   MAR 2019 – PRESENT
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.

CHELSEY LEW DESIGNS, SEATTLE, WA   OCT 2018 – PRESENT
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.

BEDKNOBS AND BROOMSTICKS, SEATTLE, WA   MAR 2018– 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   Jun 2016 – Mar 2018
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.

Customer Care Lead, Voice, Chat, Multimedia   Oct 2014 – Jun 2016
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.

EDUCATION

General Assembly User Experience Design Immersive, Seattle, Wa   2018
Saint Martin's University, Computer Science work, Olympia, Wa   2012-2013
Edmonds Community College Associates of Arts, Lynnwood, Wa   2010 – 2012

SKILLS

Prototyping
Wireframing
User interviews
Usability tests
UI Design
Teaching

TOOLS

Sketch
Wordpress
Omnigraffle
HTML/CSS
Excel
Sketchbook Pro

Volunteering

Front Desk - Wit Regatta
Accessability Coordinator -
The Dance Thing
Front Desk - Convey UX
Site Lead - IxDA's Interaction 19
Speaker Coordinater -
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