



# Annie Diep

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Skills	<p><b>Prototyping:</b> Whiteboarding, Sketch, InVision, Adobe XD</p> <p><b>Coding:</b> HTML, CSS, and Javascript</p> <p><b>Tools:</b> Trello, JIRA, and Confluence</p> <p><b>Methodologies:</b> Agile and Waterfall</p> <p><b>Additional Skills:</b> Project discovery, user research, user testing, project management, customer relations, and working with cross-functional teams</p>
Education	<p><b>UX / UI Bootcamp Certificate 19'</b>, The University of Texas at Austin</p> <p><b>B.S. Electrical and Computer Engineering 15'</b>, The University of Texas at Austin</p>
Experience	<p><b>Freelance UX Designer</b> 03/2019 - Present <i>Annediep.design, Austin, TX</i></p> <ul style="list-style-type: none"><li>● <b>Conducting user research</b> via user interviews and surveys to understand the target user's mental model, needs, and pain points.</li><li>● <b>Identifying user insights</b> that informed the creation of user persona, user journey, storyboard, and user flow.</li><li>● <b>User testing user flows and navigations</b> to identify points of confusion.</li><li>● <b>Creating and delivering low, mid, and high fidelity prototypes</b> in the form of mobile apps and responsive web apps.</li><li>● <b>Streamlining design components</b> to deliver a seamless product in new applications and re-branding projects.</li></ul> <p><b>Tech Consultant (BPM)</b> 06/2015 - 05/2018 <i>BP3 Global, Inc., Austin, TX</i></p> <p><b>Pharmaceutical Project and Financial Services Project</b></p> <ul style="list-style-type: none"><li>● <b>Focused on B2B work to identify user pain points.</b></li><li>● <b>Streamlined proprietary UI and interactions</b> to create a unified experience across screens.</li><li>● <b>Reduced page load time from 4 minutes to 3 seconds with a complete redesign of an onboarding process.</b> Design considerations revolved around grouping related data entries.</li><li>● <b>Lead a team of 5 developers and worked with cross-functional teams</b> to build out an exit customer functionality that allows a customer to move between applications in the onboarding process.</li></ul> <p><b>Labs Intern</b> 06/2014 - 08/2014 <i>BP3 Global, Inc., Austin, TX</i></p> <ul style="list-style-type: none"><li>● <b>Worked alongside Lead Engineer and users to conduct user research and testing.</b></li><li>● <b>Designed and developed an MVP BPM Monitoring System</b> to monitor server health by sending notifications of bottlenecks.</li><li>● <b>Created 2 views: a command center view and a dashboard view for a System Administrator.</b> Parsed XML pages to retrieve performance monitoring infrastructure data on WebSphere.</li></ul>