

YEN LUONG

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EDUCATION

Drexel University

Bachelor of Science in User Experience & Interaction Design

Philadelphia, PA

Anticipated Graduation: June 2027

SKILLS

Design: Brainstorming, Storyboarding, Wireframing, Prototyping, Ideation, Usability Testing, Design System

Research: User Interviews, Surveys, Competitive Analysis, User Flows, Field Observations, Participatory Design

Programming Languages: HTML/CSS, JavaScript, PHP, MySQL

Tools: Figma, Adobe (Illustrator, InDesign, Acrobat, XD, Photography), Visual Studio Code, Procreate, Microsoft Office

Languages: Fluent in Vietnamese

UNIVERSITY PROJECTS

Pete's Little Lunchbox Food Truck App

September to December 2024

UX Designer

Philadelphia, PA

- Conducted research through site observations, user surveys, and interviews, uncovering key pain points such as menu overwhelm and unclear ordering flows.
- Prototyped solutions including a simplified "build-your-own" menu feature, and pre-order pickup times, reducing menu size by 50% for a more intuitive user experience.
- Enhanced usability by iterating on low-, mid-, and high-fidelity prototypes, incorporating user feedback to refine design elements and improve task flows.

The WOK - Recipe Website

September to December 2024

Web Developer

Philadelphia, PA

- Designed and developed a dynamic, data-driven recipe website using **PHP** and **MySQL**, enabling seamless retrieval and display of recipes from a database.
- Built responsive and user-friendly interfaces with **HTML**, **CSS**, and **JavaScript**, ensuring cross-device compatibility and accessibility.
- Designed an interactive recipe platform featuring user-focused functionalities, including a **search bar**, **filters**, and a help page for navigation guidance.

WORK EXPERIENCE

Granada Inn - Silicon Valley

January 2020 - September 2023

Front Desk Assistant

Santa Clara, CA

- Managed inquiries, efficiently handled phone calls, and directed individuals to appropriate departments
- Utilized office software to maintain an organized and efficient front desk operation
- Facilitated clear communication and positive interactions with clients and team members
- Committed to upholding a high standard of professionalism and hospitality in all interactions

Hue Boba Cafe

September 2023 - present

Cashier/Barista

Philadelphia, PA

- Delivered exceptional customer service by attentively receiving and fulfilling beverage and food orders, ensuring a positive and seamless experience for patrons
- Collaborated seamlessly with team members to foster a cohesive and customer-centric environment, contributing to the cafe's reputation for excellence

RELEVANT COURSEWORK

User Interface Design I & II

Web Scripting I & II

Microinteractions

Design Thinking in Product Design

Human-Computer Interaction

User Experience Design

Web Authoring I & II

Interaction Design

Storytelling for UX