

PORTFOLIO

www.melissajaen.com

EMAIL

melissajaen@gmail.com

Melissa Jaén

EXPERIENCE

VUI / UX CONSULTANT

Dimension Data
Remote
2018 - Present

- Freelance consultant for Dimension Data clients
- Current focus: refining client's pay-by-phone system to create an impeccable customer experience that is FMS - compliant
- Responsibilities include research, conversation mapping, designing accompanying visual components, user testing

DESIGN MENTOR

Bloc
Los Angeles, CA
2017 - Present

- Mentors program apprentices in UX design fundamentals and use of industry tools in one-on-one video conferences
- Works as technical coach on company wide Slack and fields student questions about UX, Frontend, or Visual Design
- Writes and delivers career and personal growth workshops

PRODUCT DESIGNER

ATTN:
Los Angeles, CA
2017 - 2018

- Spearheaded a company-wide internal personas project, interviewing and building personas for 30+ employees
- Formulated the UX Copy Best Practices Guidelines for use with titling internal assets for ATTN:'s search engine
- Lead research, design, and testing on True View - a proprietary prototyping tool for Facebook posts
- Co-led the ATTN.com redesign, and consulted on language, copy and brand voice for use on the website and its new marketing objective

WEB DESIGNER

PatientPop
Los Angeles, CA
2017

- Designed high-converting websites for physician clientele nationwide
- Contributed to development and testing of proprietary design tool, Atomic
- Facilitated training on HTML as team HTML / CSS Subject Matter Expert

LANGUAGES

English (Fluent)
Spanish (Fluent)
Korean (B2)
Dutch (A1)

EDUCATION

Master of Arts - Linguistics
Northeastern Illinois University *Chicago IL*

Bachelor of Arts - International Studies, Political Science, Fine Art
Loyola University Chicago *Chicago IL*

DESIGN TOOLKIT

Sketch	Adobe Photoshop	User Surveys	User Flows	HTML
Principle	Adobe Illustrator	User Interviews	Usability Testing	CSS
Invision	Adobe Lightroom	User Personas	Whiteboarding	Javascript (Basic)
Figma	Codepen	Competitive Analyses	Wireframing	Github