

# An-Phuong Ha

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## EDUCATION

**User Experience Design Immersive** *November 2016*  
General Assembly, San Francisco, CA

**BA Hispanic Studies** *May 2016*  
Davidson College, Davidson, NC

## EXPERIENCE

**Caregiver** *January 2017 - present*  
Independent | Fremont, CA

Assist client with day-to-day activities, administer medication according to doctor's orders, document the client's activities and behaviors for the family, perform light housework and cooking

**UX Design Consultant** *November 2016*  
Madison Reed | San Francisco, CA

Collaborated with a partner to iterate mobile website designs for a more holistic at-home hair coloring experience. Directed the survey and interview processes of 120 participants, prototyped designs on InVision, authored the deliverables to Madison Reed's product team

**UX Design Researcher** *October 2016*  
Student Project | San Francisco, CA

Worked as a team to redesign the Hunter's Point Shipyard Artist's website to cultivate a stronger community. Interviewed artists on site, designed site maps, conducted usability interviews with clickable wireframes and prototypes

**Educational Programs Intern** *Summer 2016*  
The Tech Museum of Innovation | San Jose, CA

Spearheaded design processes for upcoming exhibitions and activities, guided and motivated guests in activities in person and in writing, executed user experience research for a partnering company

**President** *2015 - 16*, **Service Chair** *2012 - 15*  
Asian Culture & Awareness Association | Davidson, NC

Allocated the organization's annual \$18,900 budget, directed a team of 11 executive board members, organized 10 annual events, raised over \$1200 for Typhoon Haiyan relief efforts, hosted speakers and performers, facilitated weekly volunteering trips, reached a stronger social media presence

**Founding Employee** *2013 - 16*  
Summit Coffee Outpost | Davidson, NC

Contributed to the successful opening of Summit Coffee's second location, the first to serve as a full restaurant, enforced the quality of products and customer service, ensured a weekly net sale of \$10,000

## SKILLS

Writing  
Customer Service  
Prototyping  
Competitive Analysis  
Usability Testing  
Contextual Inquiry  
Event Planning  
Budgeting  
A/B Testing  
Wireframing  
Information Architecture  
Storyboarding

## Software

Sketch  
InVision  
Microsoft Office  
Word  
Excel  
Outlook  
PowerPoint  
Adobe Illustrator  
Pages  
Keynote  
Google Forms

## Languages

Spanish  
Vietnamese