

Jaclyn Chintawongvanich

757-375-3584 • Virginia Beach, Virginia 23451 • jaclyn.chin21@gmail.com • jaclync.com
www.linkedin.com/in/jaclyn-chintawongvanich

UX/UI Designer

UX/UI Design | Website Design | Branding & Graphic Design

Creatively resourceful and energetically reliable user experience designer with over 5 years of experience creating and improving design layouts to meet customer and company needs. Proven ability to deliver high quality, thoughtful designs that lead to an improvement of overall accessibility, aesthetic, and an increase in revenue. A self motivator who enjoys design team collaboration. Expertise in interpersonal communication and user focused design.

Work Experience

InMotion Hosting - *Virginia Beach, Va*

November 2020 – Present

UX/UI Design Specialist II

Lead UX/UI designer, design system asset creator, and stylistic functionality decision maker for the company website.

- Auditing for improving accessibility on our customer facing websites and creating an internal ADA playbook to allow department product owner to audit themselves for best practices
- Training internal designers on the software tools and procedures to assist in creating, supporting promotional and marketing graphic work
- Maintaining a design system for the company website and customer account management panel
- Creating unique internal assets for department and promotional marketing needs

November 2019 – November 2020

UX/UI Design Specialist I

Supported the lead designer in developing the new design system to build interchangeable content blocks for internal pages for the company website revamp. Improved design functionality of internal elements such as spec tables and user journeys such as order process.

- +25% Overall Revenue, +20% All Sales, +22% Avg. Lifetime Revenue per Sale increase after the new website was launched due to my work and collaboration with the lead designer
- Collaborated closely with the development and content marketing teams to product internal page layout designs and internal assets
- Created graphic assets and supporting promo design templates.

High Volume Web Designer

April 2016 – November 2019

Directly interviewed customers who needed a custom website quickly. Based on my guided collaboration with the customers, I would use the content they provided to create a layout to set the look and feel of their website to fit their needs.

- Managed multiple customer design accounts and rapidly created unique website layout designs under tight time constraints
- Created branding assets for internal software and employee resource departments
- Facilitated one-on-one interviews to establish a client's rapport and discover customer website needs that increased hosting customer satisfaction and retention

Customer Service Representative

February 2014 – April 2016

Directly interviewed customers who needed a custom website quickly. Based on my guided collaboration with the customers, I would use the content they provided to create a layout to set the look and feel of their website to fit their needs.

- Promptly respond to customer inquiries in person or via phone, tickets and chat service
- Quickly and efficiently open customer accounts by accurately recording account data
- Maintain financial accounts by processing customer adjustments in a professional manner

Internship

Kiplinger Washington Editors New Media Intern - 2010

Worked collaboratively with the Kiplinger New Media department. Under the guidance of Media Art Director Chloe Manger, I gained experience with research, implementing web specs while revamping the Kiplinger brand and web presence. I was given ample responsibility to design wire frames, buttons, icons, and logos independently then cohesively worked with team members to launch approved designs for additional Kiplinger.com web pages.

Education

Bachelor of Fine Arts – New Media – George Mason University, Fairfax, Virginia

Graduated May 2012

Professional Skills

- Adobe Creative Suite (Expertise in Photoshop and Illustrator)
- UI/ UX design and facilitating user testing
- Prototyping software such as UXPin and Balsamiq
- Accessibility Auditing
- Excellent writing, communication, teamwork, composition organization, research and creative problem solving skills
- WordPress and working knowledge of HTML/CSS as it applies to styling and functionality

Certifications

WAIo.1x: Introduction to Web Accessibility - W3C

November 2020

UX Certification - Nielsen Norman Group, NYC

October 2015