

Jaclyn Chintawongvanich

User Experience Design | Visual Design | Interaction Design

UX/UI Design professional with a visual design background with 8+ years of experience creating user-centric designs that enhance accessibility and usability

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EMPLOYMENT HISTORY

FEB 2024 - JUN 2024

Senior Interaction Design Consultant, Richmond, Virginia

- Led design branch of product team for trucking logistics dashboard, ensuring ADA compliance.
- Develop a migration strategy for a new design system, ensuring a smooth transition.
- Create updated workflows to enhance cross-team communication and optimize user interfaces.
- Conduct discovery sessions to refine and redesign features, phasing out older applications.
- Pioneered ADA compliance initiatives, developing a pilot program with front-end developers to integrate WCAG-based annotations into the design workflow.
- Analyzed existing components, mapping them to new system counterparts.
- Ensured smooth transition without disrupting development, enhancing overall product efficiency

SEP 2021 - FEB 2024

Interaction Design Consultant, Richmond, Virginia

- Collaborate with clients to deliver UX/UI design solutions, enhancing user experience and design consistency.
- Create wireframes and prototypes for mobile-responsive features, improving usability and automation.
- Update and expand design systems, adhering to ADA guidelines for accessible and consistent products.
- Document best practices and visual guidelines, empowering the team to maintain design standards.
- Foster cross-functional teamwork, ensuring high-quality design solutions and successful project outcomes.

NOV 2020 - SEP 2021

UX/UI Design Specialist II, Virginia Beach, Virginia

- Led UX/UI design for the company website, enhancing accessibility and user experience through a new design system.
- Developed an ADA playbook, enabling product owners to perform self-audits for accessibility best practices.
- Mentored designers on software tools and procedures, promoting continuous learning and skill development.
- Maintained and improved the design system for the website and customer account panel, ensuring consistency.
- Conducted accessibility audits, implementing best practices to significantly enhance user experience.

NOV 2019 - NOV 2020

UX/UI Design Specialist I, Virginia Beach, Virginia

- Assisted lead designer in developing a new design system for the company website, enhancing content block interchangeability.
- Improved design functionality of internal elements, such as spec tables

Skills

- Visual Design
- UX/UI Design
- Design Systems
Style Guides
- ADA Compliance
Responsive Mobile
Design
- User Testing
Usability Research
- Visual
Communication
- Wireframing and
Prototyping
- Creative
Problem-Solving
Collaboration and
Teamwork
- Figma
- Adobe PS /AI
HTML/CSS

Certifications

Master Class Certificate:

Human-Centered Design for
AI at Interaction Design

Foundation

JAN 2024

Web Design for Usability

Interaction Design

Foundation

APR 2022

and order processes, boosting user experience.

- Collaborated with development and content marketing teams to create internal page layouts and assets, ensuring cohesive design integration.
- Created graphic assets and promotional design templates, contributing to a significant increase in overall revenue and sales metrics.
- Enhanced website functionality and user journeys, leading to a 25% increase in overall revenue, 20% rise in all sales, and 22% growth in average lifetime revenue per sale.

APR 2016 - NOV 2019

High Volume Web Designer, Virginia Beach, Virginia

- Interviewed clients to understand website needs, creating tailored designs that improved satisfaction.
- Managed multiple design projects, delivering unique layouts under tight deadlines.
- Enhanced client retention through effective one-on-one consultations.
- Building rapport and uncovering specific website requirements to boost customer satisfaction. Managed multiple design accounts simultaneously, delivering custom websites and branding assets that enhanced client satisfaction and retention.
- Created bespoke branding assets for internal software and employee resource departments, ensuring cohesive visual identity. Streamlined project workflows, reducing turnaround time and increasing capacity to handle multiple high-priority design accounts simultaneously.
- Conducted in-depth client consultations, translating complex requirements into precise design specifications for tailored website solutions.

WAIO

.1x: Introduction to Web Accessibility at W3Cx
NOV 2020

UX Certification at Nielsen Norman Group, NYC

OCT 2015

Education

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