

JOY TRUEX

UX Designer
Los Angeles, CA

joytruex.com

linkedin.com/in/joytruex/

EDUCATION

BrainStation

Diploma, UX Design

University of Florida

BS, Tourism, Recreation &
Event Management

Minor in Business

Administration

Graduated Cum Laude

SOFTWARES

- ClickUp
- Confluence
- Figma
- Google Workspace
- Jira
- Maze
- Mac OS
- Microsoft Office
- Miro

SKILLS

- Attention to Detail
- Agile Methodology
- Design Library / Tokens
- Human-Centered Design
- Information Architecture
- Presentations
- Prototyping
- User Research
- Usability Testing
- Visual Design
- Wireframing

PROFILE

Solution-oriented user experience designer with a background in account management and customer experience. Collaborates cross-functionally and proactively communicates with stakeholders, while constantly looking for ways to improve efficiency. Strong presentation and leadership skills.

EXPERIENCE

UX Designer | Arro Finance

DEC 2023 - PRESENT, CONTRACT

- Designed and implemented new features to the mobile app based on product requirements.
- Updated design system according to evolving needs.
- Provided design support on ad hoc marketing projects.

UX Designer | makeitMVP

JAN 2024 - PRESENT, FREELANCE

- Developed user-centered design solutions for digital products and websites, emphasizing usability, accessibility, and overall user satisfaction.
- Created visualizations such as wireframes, user flows, prototypes, and mockups to communicate and refine design concepts.
- Collaborated closely with project teams, including developers, product managers, and clients, to ensure alignment on project goals and user requirements.

Workshop Coordinator | makeitMVP

OCT 2023 - PRESENT, FREELANCE

- Planned, executed, and enhanced tech and career development workshops for people transitioning to the tech field.
- Created engaging learning experiences for the makeitMVP community.
- Collaborated with other members of the community team to create and carry out the engagement OKRs and KPIs for the organization.

Product Owner, UX Design Intern | [Communiti](#) for makeitMVP

OCT 2023 - FEB 2024, CONTRACT

- Acted as team lead for a team of 6 product interns; guided team vision and provided leadership on product goal and execution for Phase 2 of product development.
- Collaborated with a team of 1 other designer, 4 developers, and 1 product manager for Phase 1 of product development to design the MVP for a dashboard hub for makeitMVP members to keep track of events, announcements, and messages from other members.

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EXPERIENCE *continued*

UI Designer | Hack for LA (Code for America)

MAY 2023 - PRESENT, VOLUNTEER

- Leveraged the 311 Data design system to craft visually appealing and user-friendly pages for the 311 Data desktop site.
- Engaged in cross-functional collaboration with UX Research, Engineering, and Data Analyst teams to explore and propose enhancements for the 311 Data website.

Design & Development Manager | 360 Destination Group

MAY 2022 - OCT 2022, LOS ANGELES, CA

- Collaborated closely with 2 Account Executives to generate creative content for pitch decks, contracts, and marketing content.
- Acted as a liaison with the operations team during program finalization and fulfillment for approx. 5 programs per month.
- Collaborated with suppliers on products and services needed, booking and payment adhering to client budgets and specifications.

Onboarding Specialist, Customer Experience Specialist | SwagUp

NOV 2020 - MAY 2022, REMOTE

- Solved ~30 tickets per day about various pain points from pre-sale, order creation, and fulfillment.
- Co-authored ~20 macros and customer experience policies based on the categorization of common ticket types.
- Collected, analyzed, and reported user feedback on a monthly basis.
- Collaborated with Sales, Growth, Operations, Marketing & Dev departments on improvements needed to enhance user experience.