

# CORTNEY CHUMMOUNGPAK

## CONTACT

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## EDUCATION

### UNIVERSITY OF OREGON

Certificate- UX/UI Design  
Grad: 2021

### FASHION INSTITUTE OF DESIGN AND MERCHANDISING

Bachelor of Business Management  
Associate of Visual Communication  
Grad: 2017

## SKILLS

- User Research
- Usability Testing
- Visual Design
- Agile Methods
- Wireframing
- Product Prototyping
- User Persona Creation
- Team Leadership

## TOOLS

- Figma
- Miro
- Canva
- InVision
- Notion
- Pitch
- Adobe Creative Suite
- Sketch

## ABOUT ME

As a UX designer, I specialize in creating products that are both user-friendly and visually appealing. With a strong background in visual design, research, and modern design principles, I bring a valuable perspective to any team. I am passionate about creating intuitive, accessible, and delightful experiences for users.

## WORK EXPERIENCE

### CREATIVE CONTENT PRODUCER

Cortney Louise Creative (June 2016-Present)

In my role as a Creative Content Producer, I have developed a strong background in web design, graphic design, and photography. My main focus has been on creating engaging and visually compelling digital content with an aim to enhance brand identity and boost user engagement. I have successfully managed multiple projects at once, demonstrating a keen attention to detail and unwavering commitment to creative vision.

### USER EXPERIENCE DESIGNER

Headset (May 2022- Jan 2023)

As a UX Designer, I successfully implemented a company-wide design system to ensure consistent visual standards. This initiative helped streamline the design process and maintain a cohesive look and feel across all projects. Additionally, I created wireframes and mockups for a newly launched SaaS product, contributing to its user-friendly and intuitive interface. To foster collaboration and knowledge sharing, I hosted cross-department workshops on Figma, design principles, and Scrum methodologies. These workshops enabled teams to gain a deeper understanding of user-centered design and agile practices, ultimately enhancing the overall design process within the organization.

### CREATIVE CONTENT OPERATIONS MANAGER

Nike (Mar 2022- May 2022)

Facilitated and led brainstorming sessions to generate new ideas and solve problems. Collaborated with a cross-functional team to bring design solutions to life. Evangelized the Nike brand by sharing my passion for design and helping others to understand its importance.

### DIGITAL CONTENT MANAGER


MKConsulting (Jan 2022- May 2022)

Created, edited, and published content for all web properties. Worked closely with business partners to ensure content meets our style guidelines and accessibility requirements. Identified and resolved content issues to ensure that our content is accurate, up-to-date, and easy to find.

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## ADDITIONAL EXPERIENCE

### STORE MANAGER

Starbucks (Jun 2017- Jun 2020)

Demonstrated leadership in a fast-paced environment, consistently achieving target sales goals. Managed a team to provide exceptional customer service, driving customer retention and satisfaction.

### PHOTOGRAPHER

Disneyland Resort (Oct 2017- Apr 2018)

At Disneyland Resort, I held the role of a Photographer, bringing out the magic of the happiest place on earth through my lens. My work, known for its creativity and quality, led to several of my photographs being published in the company's printed material. Further, I was distinguished multiple times with the "Featured Photo of the Day" awards, a testament to my ability to produce exceptional imagery.

### OPERATIONS MANAGER

Coach, Inc. (Oct 2014- Oct 2015)

In the role of Operations Manager, I was instrumental in overseeing all aspects of operations. My skills particularly shone in inventory management, where I consistently ensured optimal stock levels while minimizing waste. A significant part of my role entailed demonstrating strong team leadership. I effectively guided my team towards achieving our organizational goals, and I took pride in fostering a positive work environment.

### VISUAL MANAGER

Coach, Inc. (Oct 2012- Oct 2014)

Demonstrated ability to deliver comprehensive product performance reports, constructed creative displays that enhanced consumer engagement, and managed teams to achieve operational goals. Excelled in fast-paced environments and showed a strong commitment to maintaining high design standards.

### VISUAL MERCHANDISER

Disneyland Resort (Jun 2012- Oct 2012)

Worked overnight shifts at Disneyland, arranging and maintaining visually appealing product displays to enhance the guest experience.

### VISUAL MERCHANDISING ASSOCIATE

Williams-Sonoma (Jul 2010- Jun 2012)

Created captivating displays that enhanced the shopping experience, maximized sales, and increased customer engagement. Was committed to staying updated with the latest visual merchandising trends to adapt to changes swiftly.