

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
- Interaction Design
- Wireframing & Prototyping
- Visual Design
- Usability Testing
- Problem Solving
- Communication
- Information Architecture

TOOLS

- Figma
- Adobe Suite
- Sketch
- Miro
- Asana
- Google Analytics

ABOUT ME

I am a professional with over 10 years of experience in customer service and leadership roles. I have honed my skills in communication, problem-solving, and team management through a range of roles. I am currently seeking a remote work-from-home opportunity where I can leverage my skills and continue to grow.

WORK EXPERIENCE

CREATIVE CONTENT PRODUCER

Cortney Louise Creative (June 2016-Present)

- Developed strong skills in web design, graphic design, and photography as a Creative Content Producer
- Focused on creating engaging and visually compelling digital content to enhance brand identity and boost user engagement
- Successfully managed multiple projects simultaneously, with strong attention to detail and commitment to creative vision

USER EXPERIENCE DESIGNER

Headset (May 2022- Jan 2023)

- Implemented a company-wide design system to streamline processes and maintain visual consistency
- Created wireframes and mockups for a new SaaS product, enhancing its user interface
- Hosted cross-department workshops on Figma, design principles, and Scrum, improving the organization's design process

CREATIVE CONTENT OPERATIONS MANAGER

Nike (Mar 2022- May 2022)

- Led sessions for idea generation and problem-solving
- Collaborated with cross-functional teams for design solutions
- Promoted the Nike brand by sharing design passion

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 style and accessibility guidelines
- Identified and resolved content issues for accuracy and findability

STORE MANAGER

Starbucks (Jun 2017- Jun 2020)

- Demonstrated leadership in a high-paced setting
- Consistently achieved target sales goals
- Drove customer retention and satisfaction