

Cortney Chummoungpak

UX Designer | she/her/hers

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🌐 Portland, OR | Remote

Summary

Innovative visual design professional passionate about developing digital products with a focus in diversity and accessibility. Visual Design background coupled with strong research skills and an eye for modern design principles, makes me a valuable addition to any team.

UX Experience

Charli Tablet/Mobile App

Skills & Technologies Used- Stakeholder Interviews, User Research & Analysis, Persona Creation, Interaction Design, Prototyping, Storyboarding, Style Guide

Fences for Fido (redesign)

Skills & Technologies Used- Heuristic Evaluation, Information Architecture, Interaction Design, Prototyping, Usability Testing, Stakeholder Interviews

South Coast Psychiatry (redesign)

Skills & Technologies Used- Typography, Stakeholder Interviews, Rebranding, Social Media Content Creation, Usability Testing

Work Experience

Cortney Louise Creative- Remote September 2016 - Present
UX/UI Designer

- [Charli](#) | User Research + Mobile UX + Branding
- [Fences for Fido](#) | Web ReDesign + Branding
- [CORA](#) | User Research + Mobile UX + Branding
- [South Coast Psychiatry](#) | Web Design + Social Media + Marketing

Starbucks- Wood Village, OR February 2019 - July 2020
Store Manager in Training

- Customer Connection scores increased to store record high
- Evaluated P&L reports and implemented improvement strategies
- Managed scheduling, hiring, and payroll operations, reducing food loss by roughly 8% and employee turnover by 15%

GAP, Inc.- Portland, OR April 2018 - February 2019
Assistant Manager- Operations

- Facilitated associate training in Loss Prevention awareness
- Expanded team participation in the Gap Loyalty program

Disneyland Resort- Anaheim, CA October 2017 - April 2018
Photographer

- Recognized for top quality photo content
- Published in resort printed material

COACH, Inc. October 2014 - March 2015
Operations Manager- Los Angeles, CA
Visual Manager- San Francisco, CA October 2012 - October 2014

- Coordinated monthly store floor set and delegated visual team (Window Set, Mannequin Styling, Signage Updates, etc.)
- Published weekly merchandise reports for the DM and Regional VM

Portfolio & Social

- > [CortChum.design](#)
- > [LinkedIn.com/in/CortChum](#)

Skills

Visual Design

Interaction Design

User Research

Usability Testing

Prototyping & Wireframing

Agile Design

Tools

Figma

Miro

Canva

InVision

Adobe Creative Suite

Microsoft Suite

Education

University of Oregon
UX/UI Design, Certificate
Grad: 2021

Fashion Institute of Design
and Merchandising
Business, Bachelor of Science
Grad: 2017

Visual Communications,
Associate of Arts
Grad: 2010