CATHERINE TRAN

UX/UI DESIGNER - BROOKLYN, NY

WORK EXPERIENCE

UX Designer (Freelance) / Trestle Collaborative

AUGUST 2021 — PRESENT (REMOTE - WASHINGTON, DC)

I am one of the founding freelance UX designers with Trestle Collaborative, a non-profit agency that consults progressive social impact organizations on tech strategy. Lead and collaborate on UX design, discovery, and strategy sprints. Past clients include Texas Civil Rights Project and SpeakEasy Political.

Product Designer (Freelance) / KettleSpace

JULY 2021 — AUGUST 2021 (REMOTE - NEW YORK CITY, NY)

KettleSpace is a coworking company based in NYC. Led designs for mobile space reservations experience and beta enterprise product. Improved usability of back-office admin panel by redesigning the information architecture and UI design system. Performed usability testing. Collaborated with the CTO, Head of Product, and engineering. Launched to NYU's student/faculty of 30k+.

Support Team Lead & UX Research Embed / Zapier

FEB 2018 — JAN 2021 (REMOTE)

Served as a liaison between the Support and UX teams. Influenced the company roadmap through generative and evaluative research on small businesses. Managed 4-5 support reps at a time and coached them through their careers. Led strategic initiatives to improve customer experience, using research.

Community Operations Researcher / Facebook, Instagram

NOV 2015 — NOV 2017 (AUSTIN, TX)

Identified and quantified actionable insights using SQL from Instagram login support interactions. Collaborated with product, engineering, content strategy, and other cross functional teams to improve the account access customer experience for Instagram, including the hacked and 2-factor recovery flows.

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EDUCATION

Designlab - UX Academy

UX Design Certificate

University of Texas at Austin

B.A. Philosophy
B.A. Religious Studies
Pre-Law
GPA: 3.92

SKILLS

UX Research & Strategy
Stakeholder Management
UI/Visual Design
CX Strategy
Web Design
Content Strategy
Branding & Identity
Usability Testing

TOOLS

Figma
Illustrator
Maze
Miro
HTML/CSS/JS
SquareSpace/Webflow
SQL