

MICHELLE MA :)

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PROFESSIONAL SUMMARY

User-focused Designer with a strong foundation in art and expertise in concept sketching, storyboarding, and user research. Skilled at translating insights into intuitive, visually compelling designs that enhance user experience. Known for problem-solving, adaptability, and collaboration, with strengths in visual design, information architecture, and customer service to ensure functional, engaging solutions.

EXPERIENCE

Custom Framing, Michaels Store

Jun 2023 - Present

- Designed and built custom framing solutions, handling over 30 intricate projects weekly with a focus on precision and craftsmanship.
- Collaborated with clients to deliver personalized designs, enhancing customer satisfaction and increasing return rates by 15%.
- Applied strong problem-solving skills to solve complex framing challenges, ensuring high-quality results for each project.
- Operated and maintained framing machinery, ensuring accurate measurements and adherence to design specifications.
- Demonstrated excellent communication and teamwork skills, working with diverse teams to execute creative and technical framing solutions.

UX Designer (project), Seattle Children's Theatre

September 2023 - November 2023

- Collaborated with a creative team to design and execute visual concepts, translating ideas into engaging physical environments.
- Created and illustrated storyboards and design sketches, ensuring accuracy and alignment with project goals.
- Worked in a fast-paced, creative environment, adapting to evolving design needs and delivering high-quality results.

Gallery Attendant, Chihuly Garden and Glass

Jun 2022 - Apr 2023

- Assisted in setting up and maintaining art exhibits, ensuring visual appeal and precise execution of design concepts.
 - Collaborated with artists and team members to create immersive experiences in a fast-paced, creative environment.
 - Demonstrated attention to detail and craftsmanship in ensuring accurate presentation of exhibits for various events.
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SKILLS

- **Design Skills:** Concept Sketching, Storyboarding, User Research, IA, Usability Testing
 - **Soft Skills:** Storytelling, Problem-Solving, Empathy, Adaptability, Communication
 - **Tools:** Figma, Adobe Illustrator, Adobe Photoshop, Canva, Procreate, Microsoft, Gen AI
 - **Languages:** English (Native), Mandarin (Native), Japanese (Beginner)
 - **Certifications:** CRLA Tutor Level III, Fundamentals of Graphic Design (CalArts)
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EDUCATION

University of Washington, Bachelor of Arts

2021

- Interdisciplinary Visual Art Major
- School of Drama, Design for Performance Minor

School of Visual Concepts, UX Design Certificate

2024