

Karena Vongampai

ux / product designer

karenavongampai@gmail.com
linkedin.com/in/karenavongampai
karenavongampai.com

SUMMARY

Karena has a background in user research and believes in investigating before designing. With experience defining and driving design processes at internships and in academia, she understands the value of utilizing an empathetic design and research approach to create functional products. She values honesty, openness, and innovation in a design team.

EDUCATION

University of Washington

Bachelors in Human Centered
Design and Engineering

Sept 2014 - Jun 2018

DESIGN TECHNIQUES

Conceptual Design
Interaction Design
Participatory Design
User Centered Design
User Interface Design
Web / Mobile Design
Wireframe Mockups
Paper Prototypes
Clickable Prototypes

DESIGN TOOLS

Sketch
Adobe InDesign
Adobe Illustrator
Figma
InVision

UX METHODS

Cognitive Walkthrough
Heuristic Evaluation
Journey Mapping
Personas / User Segmentations
UX Product Audit
Prototyping
User Profiling
Qualitative Research

PROGRAMMING

HTML / CSS
Python

EXPERIENCE

Roblox • UX Design Intern

Partnered with the Principal Designer to redefine the first time player experience. Identified areas of improvement through a product audit and competitive analysis. Created a click-through prototype to pitch a concept design to stakeholders.

Jun 2018 - Aug 2018

Amazon • User Research Intern

Performed research on users' mental models that impacted immediate design changes and strategic planning efforts. Conducted stakeholder and user interviews, then a survey to understand how Amazon sellers utilize and understand a complex web-based tool. Delivered a user segmentation, journey map, and report on user pain points, through a series of presentations to the organizational leadership team.

Jun 2017 - Sept 2017

Amazon • Student UX Researcher & Designer

Challenged assumptions held by product managers, and identified opportunities for change that would lead to contact reductions, and more customer satisfaction. Conducted user research and usability tests to investigate unmet user needs, then proposed concept design recommendations to project managers and UX designers.

Mar 2017 - Mar 2018

Alaska Airlines • Student Project Manager & UX Designer

Designed a mobile application that alleviates the mental math throughout a person's day of travel. Utilized a user centered and iterative design approach to deliver high fidelity mockups to Alaska Airlines. Identified a user profile, hosted participatory design sessions, created mockups in a range of fidelities, and conducted usability tests.

Feb 2018 - Jun 2018