

TOMOMI MATSUZAKI

+1 206.724.2352
tomomi.523@gmail.com
www.tomomim.com
www.linkedin.com/in/tomomi-matsuzaki

EDUCATION

Web Design, Certificate

Seattle Central College | Seattle | 2016-2018

Business Information System, Certificate

Seattle Central College | Seattle | 2015-2016

(BA) International Business

Ritsumeikan University | Shiga, Japan | 2008-2012

WORK EXPERIENCE

UX Design Freelancer

Keita Abe | Seattle | 10/2017 - 12/2017

Redesigned a client's portfolio website to showcase his research and experience.

- Worked with a client to establish a requirement
- Designed an information architecture, wireframe, and visual design that contributed to user-centered design
- Developed a responsive website followed by its execution, upgrades and overall maintenance
- File management experience with a software

IT Helpdesk Student Assistant

Seattle Central College IT Service | Seattle | 2016-2018

- Designed a banner for new IT service office
- Assist students, faculties, and employees seeking technical support over the phone, email or walk-in
- Perform remote troubleshooting if necessary

Airline Customer Service Agent

ANA Fukuoka Airport Co., Ltd. | Japan | 2012-2015

- Trained 15+ airline personnel to install a new check-in system for Hong Kong Express Airline
- Responsible for resolving conflicts and defusing difficult situation for economy, business, and first class customers

PROJECT EXPERIENCE

UX Designer

Seattle Tilth Alliance | Seattle | 1/2018 - 3/2018

Redesigned a client's website by conducting user experience methodologies in order to achieve a user centered design.

- Conducted competitive analysis, contextual interview, and baseline testing to collect quantitative and qualitative data
- Conducted a card sorting test to design an information architecture which makes most logical sense to the users
- Conducted paper prototyping test to check the quality of the preliminary design layout and general interaction elements

UX Designer

Eat Local | Seattle | 7/2017 - 8/2017

Designed an e-commerce mobile site for Eat Local while focusing on achieving a great user experience and a business goal.

- Developed user personas and scenarios in order to enhance functionality and usability for targeted users
- Built an interaction design including a flow diagram and wireframe to visualize the e-commerce process
- Conducted a user feedback survey to test the ease of use of the website
- Created a clickable prototype using Sketch

TOOLS/CODING

Proficient

- Photoshop
- Sketch
- HTML
- Illustrator
- InVision
- CSS

Basic Knowledge

- JavaScript
- jQuery
- PHP

LANGAGES

Japanese English