

Tomomi Matsuzaki

UX/Product Designer

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https://tomomim.com

DESIGN EXPERIENCE

Graphics Lead – UW HCDE Graduate Student Association

Oct 2021 - Present

Create flyers and graphics that effectively convey messages and information to the audience and promote GSA events on social media platforms.

UX Design Lead – University of Washington | Academic Project

Sep 2021 - Dec 2021

Designed a digital volunteer board application to bridge the disconnect between local opportunities available to support Afghan refugees and individuals in the Seattle communities.

Graphic Designer – Feet First

Aug 2020 - Present

Create engaging and informational graphics for social media to promote walkable communities for younger demographics in Washington state.

UX Designer – Seattle Central College | Academic Project

Sep 2020 - Dec 2020

Redesigned the COVID-19 Update page on the Seattle Central College website. Achieved better scannability and streamlined experience on a content-heavy website to help users navigate college during the pandemic.

Web Designer – Aero Zypangu Project

May 2018 - Jul 2020

Designed and built an English/Japanese bilingual responsive website to make it accessible for diverse users. Generated story-oriented website content to drive the targeted audience's emotions and positive actions.

OTHER EXPERIENCE

HR Assistant – Eli Lilly Japan, Kobe Japan

Mar 2021 - Aug 2021

Assisted in the full interviewing process, including answering email inquiries, scheduling, and administering documentation. Conducted survey and competitive analysis to propose a more engaging hiring approach.

Airline Customer Service Agent – ANA Fukuoka Airport, Japan

Mar 2012 - Feb 2015

Responsible for resolving conflicts and defusing difficult situations - misplaced luggage, passengers' seating, and flight delays/cancellations. Trained 15+ airline personnel to install a new check-in system.

EDUCATION

MS, Human Centered Design and Engineering

University of Washington,
Expected June 2023

Certificate, Social Impact Storytelling

Georgetown University, 2020

AAS-T, Web Design

Seattle Central College, 2020

BA, Economics

Ritsumeikan University, 2012

SKILLS

UCD METHODS

User interview | User Survey

Competitive Analysis | User Persona

Card Sorting | Affinity Diagram

Information Architecture

Storyboard | User Flow

Prototyping | Visual Design

Usability Testing | A/B Testing

Video Prototyping

DESIGN TOOLS

Figma | Sketch | Adobe XD |

Photoshop | Illustrator | Procreate

Premiere Pro | WordPress

CODING

HTML | CSS | JavaScript | Python

OTHERS

Storytelling | Project Management

Customer Service Expertise

AWARDS

Hexagon Education Grant 2020