

Tomomi Matsuzaki

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EDUCATION

Associate of Applied Science - Transfer, Web Design — *Seattle Central College, Seattle WA*

Degree anticipated DECEMBER 2020

- Specializing in user research, user-centered design, and web development
- Current GPA 3.93, Dean's list all quarters

Bachelor of Arts, Economics — *Ritsumeikan University, Shiga Japan*

APRIL 2008 - MARCH 2012

- Specializing in International Economics
- Minor studies in Macro/Micro Economics, Tourism Economics, and Business Management

Human in Environment Study Abroad Program — *University of Washington, Seattle WA*

SEPTEMBER 2009 - DECEMBER 2009

- Studied sustainable business, environmental research, and Pacific Northwest regional ecology
- Volunteered for reforestation initiative

PROJECT EXPERIENCE

UX Designer — *Seattle Tilth Alliance, Seattle WA* | WINTER 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 the 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 WA* | SUMMER 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
- Created a clickable prototype using Sketch

PROFESSIONAL HISTORY

Student Ambassador — *Information Central, Seattle Central College Student Leadership,*
MARCH 2020 - PRESENT *Seattle WA*

- providing the latest information and engaging with students on social media platforms and the website in the communication team
- Designed and developed a user-friendly website to help students navigate the college more easily as we moved on to remote operations on March 2020
- Responding inquiries and assisting students in the Live Chat team

Freelance Web Designer — *Seattle WA*

MAY 2018 - PRESENT

Establishing a freelance web design and development business by providing a user-centered design for non-profit organizations, educational groups, small businesses, and artists in Seattle and Japan.

- Consulting with clients to outline website goals, illustrate wireframe and site functionality
- Conducting user interviews to identify users needs and problems that they are facing
- Building a simple and logical site structure using affinity diagramming
- Developing a user-friendly website using HTML, CSS, jQuery, and PHP and installing a content management system if necessary
- Designing graphics and informative brochures

Recent Clients:

- Webrain Think Tank LLC., Seattle WA | JUN 2020 - PRESENT
- Aero Zypangu Project, 501(c)3 non-profit organization, Seattle WA | OCT 2019 - PRESENT
- Fishery System Science at Iwate University, Iwate Japan | APR - MAY 2019, NOV 2019 - JAN 2020
- RyugakuSuccess LLC., Seattle WA | MAY - JUL 2018, MAR - APR 2019
- Japan Management LLC., Seattle WA | JAN - FEB 2018
- Pheaness Co., Ltd., Tokyo Japan | NOV - DEC 2018

IT Helpdesk Student Assistant — *Seattle Central College IT Service, Seattle WA*

MAY 2016 - MARCH 2018

- Assisted students, faculty, and employees seeking technical support
- Performed remote troubleshooting by providing a variety of solutions
- Collected essential and useful information for further assistant by asking proper questions

International Customer Agent — *ANA Fukuoka Airport Co., Ltd., Fukuoka Japan*

APRIL 2012 - FEBRUARY 2015

- Performing check-in and boarding duties for ANA, Singapore Airlines, Eva Air, and Hong Kong Express Airways
- Responsible for resolving conflicts and defusing difficult situations for international customers
- Trained 15+ airline personnel to install a new check-in system for Hong Kong Express Airways

CERTIFICATIONS

Web Design Certificate — *Seattle Central College, Seattle WA*

MARCH 2018

- GPA 3.91, Dean's list all quarters

SKILLS

HTML	Adobe Photoshop
CSS	Adobe Illustrator
JavaScript	WordPress
PHP	UX Design
MySQL	User Research
Python	User Testing

LANGUAGES

TOEFL iBT Score	102
Japanese	Native