# JACKLYNN PHAM

STUDIO@JACKLYNN.COM
JACKLYNN.COM
*password upon request*

## WORK EXPEREINCE

**BC PUBLIC SERVICE**
Exchange Lab
Distrubted, Vancouver BC

**SERVICE DESIGN LEAD**   JUN 2022 – Present

The Exchange Lab builds or partners with other government ministries to design and deliver solutions using modern practices.

Current: Working with digital talent team to pilot a new service and product for hiring managers and candidates

**THE DECISION LAB**
Distrubted, Vancouver BC

**SENIOR UX DESIGNER** (contract)   SEP 2021 – MAR 2022

Lead user experience design work end-to-end, from facilitating client strategy meetings, co-design workshops, user research, and delivering annotated designs for development

Establish modern product development processes for this research constultancy that is newer to product delivery

**18F**
Public Benefits Portfolio
Distributed

**INNOVATION SPECIALIST - UX DESIGN**   AUG 2018 - AUG 2021

Deliver modern, user-centered government services for the public and internal staff in partnership with agencies within the US federal government

Design products and services based on user research, often making visible the problems & opportunities of current processes to help development team and partner make critical decisions

Lead user research and co-design workshops to ensure final solution delivers value with empathy and respect to end users

**GOOGLE**
Wear OS by Google
San Francisco, CA

**SENIOR INTERACTION DESIGNER**   MAY 2015 – JUNE 2018

Define the product direction for core experiences like onboarding, apps, and accessbility by presenting detailed, research-backed user journeys to leadership for approval

Communicate solutions visually through wireframes, flows, prototypes, and high-fidelity mocks

Lead designer on Google Wear apps: Play Store, Google Play Music, Android Pay, Dialer, and mobile apps (Android & iPhone)

**Emerging Markets**
Zürich, Switzerland

**USER EXPERIENCE DESIGN INTERN**   MAY 2014 – AUG 2014

Supported exploratory research and product design for emerging markets to get senior buy-in, with a focus on mobile payments

**STUDIO JACKLYNN PHAM**
Freelance

**DESIGN CONSULTANT**   JUNE 2008 – MAY 2015

Art direction and design for a variety of large and small organizations, startups, and non-profit agencies with a focus on social impact organizations

## TEACHING EXPERIENCE

**GEORGETOWN LAW**
Washington DC

**ADJUNCT PROFESSOR**   JAN 2020 – PRESENT

Co-teach "Communication Design & Law: Re-Designing Legal Information" a one-week design class for non-designers

**CARNEGIE MELLON UNIVERSITY**
School of Design
Pittsburgh, PA

**DESIGN INSTRUCTOR**   AUG 2013 – MAY 2015

Taught Communication Design Fundamentals course through the School of Design to teach non-majors the design process and principles; Taught Masters and Undergraduate classes

Teaching Assistant during the 2013-2014 school year

## SKILLS

UX/UI/Product design

Service design

System/Platform projects

Project management

Product planning

Storyboarding / User journey mapping

User research

Facilitation/leading workshops

Teaching

Prototyping

Accessibility

Communication design

Web/Mobile/Wearable/Print

Stakeholder management

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Sketch/Figma

Adobe Design Suite

Invision

Wordpress

HTML/CSS (basic)

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Public & Private sector experiences

Preference for working on cross-functional teams

## EDUCATION

**CARNEGIE MELLON UNIVERSITY**

Master of Design (MDes)

Communication Planning & Information Design

**UNIVERSITY OF WYOMING**
Bachelor of Arts
*Magna cum laude*
English

MINORS
Graphic Design
Professional Writing