

Danny Nam

I bring a hospitality perspective and creative problem-solving approach to create products and experiences people love to use. Persistence, curiosity, detail, and consider the design of affordances to be crucial in creating effective and intuitive interfaces.

Dannynam.com

Atlanta, GA

(678)-549-8800

Dnam0105@gmail.com

EXPERIENCE

General Assembly, Atlanta,GA — *UX Designer Fellow*

Nov 2019 - PRESENT

Attended a 10-week, 400+ hour Full-Time Immersive bootcamp dedicated to preparing graduates to practice user-centered design methods, design thinking skills, and to work collaboratively.

- Lululemon - Expanded the existing website with an e-commerce site to sell Hiking attire.

Coolray, Metro Atlanta,GA — *Install Technician*

April 2019 - November 2019

Served as install technician bringing the company \$135,000 in revenue in installation and maintenance of air conditioning, heating, ventilation, and refrigeration equipment in residential and commercial facilities.

- Install complete HVAC systems that were in compliance to all residential and commercial standards and codes.
- Troubleshoot breakdowns and repair malfunctioning HVAC systems and components; utilize measuring and testing instructions.
- Delivered outstanding customer service and worked closely with customers to ensure complete satisfaction.

Iron Age, Duluth,GA — *Manager*

September 2014 - March 2018

Skilled at training staff to the highest standards of customer service, ensuring increased customer satisfaction, reduced staff turnover rates, and a rise in sales through upselling techniques that earned the restaurant a 5% profit margin.

- Dedicated manager with a strong work ethic and the ability to build lasting client relationships.
- Experienced in operations management, sales, budget development, staffing, and cost control.
- Exceptional organizational and planning skills; adaptable; enjoy new challenges.
- Develop employees by providing ongoing feedback for professional

SKILLS

Research: Interviews, contextual inquiry, task analysis, card sorting, Competitive analysis, comparative analysis.

Synthesis: Persona hypothesis, card sorting, affinity mapping, journey flow.

Design: User flow, site map, wireframes, rapid prototyping, prototyping, Sketch and Invision.

Collaboration: Organized, detail oriented, communicative, feedback.

AWARDS & CERTIFICATES

LANGUAGES

English, Korean

development.

EDUCATION

General Assembly, Atlanta, GA

November 2019 - Jan 2020

User Experience Design immersive

Georgia State University, Atlanta, GA

August 2014 - May 2017