

# Nate Chen

## UX Manager and Mentor

618-319-5119  
nate@great2bnate.com  
linkedin.com/in/great2bnate  
great2bnate.com

Summary	Skills	
<p>17 years of experience as a professional designer. <b>12 Years delivering UX strategy</b> that drives innovation. 10+ Years Management. 5+ years Mentorship and Leadership. Depth of Design Research, Design Thinking and User-Centered Process Knowledge. Leading teams between 3-15 people to ship products to market. <b>Strategic Framework</b>, successfully raised \$25K in 30 days, increased customer acquisition 300%. Servant leadership meets deadlines while boosting morale.</p>	<ul style="list-style-type: none"><li>• Mentorship</li><li>• Leadership</li><li>• Strategy</li><li>• Management</li><li>• Research</li><li>• HTML/CSS</li><li>• Facilitation</li><li>• Visual Design</li><li>• Marketing &amp; Growth</li></ul>	
Experience	Timeline	
<b>UXPRENEUR</b>	<b>Producer, Founder, Editor-in-Chief</b>	Aug 2022 - Present
	Responsible for writing, videography, and publishing. 1410% Subscriber Increase 1:21 Average Watch Time 3.3% Click Through Rate	
<b>Elevated Third</b>	<b>UX Strategist</b>	Oct 2022 - Nov 2022
	Responsible for UX Research and Strategy. Install new UX Process for Design Thinking. Clients: GNY, Spartanburg Hospital	
<b>2U Trilogy EdX</b>	<b>UX Instructor (Part-time)</b>	August 2022 - Present
	Responsible for Lectures and Student Success.	
<b>The UX Gallery</b>	<b>Principal</b>	Jul 2018 - Present
	Responsible for 12+ UX Designers. Managing multiple projects at once. Moderating Usability Tests. Collecting Qualitative Research. Accomplished aligning executive strategy. Achieved Efficacy rates. Increase revenue for innovation initiatives \$75K+ Clients: York University, Rainmaker Games, BriteVox Partner: Pivot23, Alexy13, and Dnamic Ai	

<b>Springboard</b>	<p><b>UX Mentor</b>  Responsible for 25+ UIUX Designers.  Managing Multiple Projects.  Accomplished Mentor of the Month.  Achieved increasing UI UX Design certification 75%.  4.8 out of 5 star reviews.</p>	Jan 2019 - Aug 2022
<b>AARP</b>	<p><b>Director of UXR Ops</b>  Responsible for facilitating 5+ consultants.  Installing Strategic UX Empathetic Innovation.  Achieved increasing efficiency rates.  Accomplished saving \$3.3 Million in development costs.  Partner: TheoryHQ</p>	Jan 2019 - Jan 2020
<b>University of California</b>	<p><b>UX Instructor</b>  Responsible for 15+ UX Students.  Responsible for Curriculum design.  Achieved 4.5 out 5 in student satisfaction.</p>	Jan 2018 - Jul 2022
<b>The Design Lab</b>	<p><b>UX Researcher</b>  Responsible for 10+ Graduate Students.  Leading Qualitative Research Efforts.  Installing UX Strategy Playbook.  Achieved launching website to market.  Increasing new student acquisition.</p>	Oct 2017 - Jan 2018
<b>HeroX PBC. X-Prize Foundation Inc.</b>	<p><b>UX Product Manager</b>  Responsible for Jira Backlog.  Conducting moderated and unmoderated Usability Tests.  Increased conversion rate of marketing funnel.  Increased revenue \$10K/mo.</p>	Mar 2016 - Oct 2017
<b>Apliiq, Inc.</b>	<p><b>UX Product Manager</b>  Responsible for usability research operations.  Pioneer ResearchOps.  Employed Strategic Framework.  Increased revenue \$25K/mo.  Increased acquisition 300%.  Achieved product market fit.  Partner: American Apparel Inc.</p>	Feb 2013 - Feb 2016
<b>IBM</b>	<p><b>UX Managing Consultant</b>  Responsible for UX Designer software assessments.  Achieved increasing quality of new UX Design hires.</p>	Jan 2013 - Apr 2014

<b>L7 Creative</b>	<b>Lead UX Engineer (Mobile)</b> Responsible for CSS Responsive Web Design. Installed Mobile-First Strategy. Increased efficacy rates. Accomplished launching new features to market. Clients: Vizio, iHome, Palomar Health	Nov 2012 - Apr 2013
<b>Vionic</b>	<b>UX Product Manager</b> Responsible for a cross-functional team of 5+. UX Strategy introduced Personas. Responsible for product roadmap. Achieved successful product launch to market. Accomplished Employee of the Month	Nov 2011 - Nov 2012
<b>The Printing Plant</b>	<b>Design Manager</b> Increased brand awareness YOY. Responsible for Urban Outfitter and Anthropologie collateral. Increased revenue MOM. Increased customer retention MOM. Client: URBN; Urban Outfitter, Anthropologie, Miners Baseball	Aug 2008 - May 2011
<b>Center for Learning Support SIUC</b>	<b>Design Tutor/ Teachers Assistant</b> Helped teach industrial design majors in art and design courses. Acted as teacher assistant to computer graphics students troubleshooting CSS, HTML, JS, and Flash.	Aug 2008 - Dec 2009
<b>Center for Teaching and Learning VU</b>	<b>Graphic Web Designer</b> Responsible for Blackboard graphics designs. Increased student engagement.	Jan 2006 - May 2008

#### Education

---

<b>Landmark</b>	Personal and Professional Growth Bootcamp	2017
<b>IDEO U</b>	Leadership Training for Creatives	2016-2017
<b>Southern Illinois University Carbondale</b>	Bachelors of Arts: UX Design, Industrial Design, Web Design, Graphic Design, and Product Design (Generalist) Minor: Art History	2008-2011
<b>Vincennes University</b>	Associates of Science: Graphic Design and Computer Art	2006-2008

#### References

---

<b>University of California</b>	Steven Dow, Professor of Cognitive Science	Upon Request
<b>Dnamic Ai</b>	Sufyan Subzwari, COO	Upon Request
<b>Capital One</b>	Ryan Troll, Head of Experimentation	Upon Request
<b>York University</b>	Tim Hampton, Director of Computing	Upon Request
<b>Springboard</b>	Rod Aronas, Director of Talent	Upon Request

