



Education

UX Certification, UX Design
Springboard

Master of Arts
San Francisco State University

Bachelor of Arts
San Francisco State University

Tools

Adobe Suite
Sketch
XD
WebFlow
HTML/CSS
InVision
Figma
UxPin

Methodologies

User Research
Usability Testing
Research Synthesis
Affinity Mapping
Empathy Maps
Journey Maps
Personas
Mobile/Web Design
Content Strategy
Wireframing
Prototyping
Visual Design
Design Systems
Design Sprints

lancechau.com

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213-453-6872

Experience

FFN, UX/UI Designer

Remote, 03/2022 - 10/2024

Created user-friendly web solutions based on approved Marketing concepts and product requirements. Worked collaboratively to establish UI/UX standards and ensure polished, cross-browser deliverables for high traffic web sites.

NorthNine Design, UX/UI/Web Designer

Los Angeles, CA, 09/2015 - Present

I am a freelance multi-disciplinary creative designer participating in strategic planning, research, execution and user testing to identify, analyze, and communicate user and business needs.

Projects include:

Community Home Trust, UX/UI Designer

Chapel Hill, N. Carolina, 08/2021 - present

Conducted user research, identified needs, create wireframes, validated concepts, synthesized data in order to improve the usability of their current and future products.

Mocel Mezcal, UX Researcher

Seattle, WA, 03/2021 - 05/2021

Performed User Research (surveys, user interviews), Personas, User Stories/Journeys, and Site Maps to identify potential customers for a startup Mezcal Client.

Warner Bros., Digital Designer

Burbank, CA, 10/2012 - 12/2014

I worked with various teams including the Warner Archives and WB shop online, developing and creating cross-media projects.

FanUp, Inc., UI/Web Designer

San Francisco, CA, 12/2010 - 06/2012

I led the design and development of FanUp (an online gaming portal), utilizing graphic design, user research, UX flows, UI design.