

SAI HOTUNG

Graphic and UX Designer

 (612)425-9499  SaiHotungDesigns@gmail.com

 <https://www.Behance.net/SaiHotung>

 <https://www.SaiHotungDesigns.com>

TECHNICAL SKILLS



SOFT SKILLS



EDUCATION

Minneapolis College, Minneapolis, MN - May 2023

AA, Certificate, Core: Web Design Front-End Development

University of Minnesota, Morris, MN - May 2016

BA International Business Management
BA Spanish Literature & Language Studies

COURSE RELATED EXPERIENCE

- Color theory in design
- Adobe Illustrator
- UX/UI Prototyping - High Fidelity Mockups
- Client-Side Scripting
- Scrum Leader
- HTML/CSS/Javascript

FREELANCE GRAPHIC DESIGNER

Remote - Aug. 2019 - PRESENT

- Assisted client in rebranding glass blowing company logo
- Created album covers for client podcast series and CD art
- Conducted UX research, interaction design, visual design, information architecture
- Designed landscape illustrations in Adobe Illustrator per client request
- Created monster illustrations for private event graphics
- Designed Packaging for a new beer label competition
- Created science fiction posters of alien women for a themed event
- Designed beverage labels for Kombucha

BILINGUAL OPERATIONAL COMPLIANCE SPECIALIST

Atlantic Bay Mortgage Group - Remote - May 2021 - Mar 2023

- Translated marketing materials to Spanish
- Assisted in the layout and design of mortgage lending materials
- Collaborated on new loans with mortgage bankers across many states
- Dependably met project deadlines
- Assisted in the UX testing of new internal case management software
- Worked with Microsoft Office and internal data softwares

CASE MANAGER/RESEARCHER

Wells Fargo Executive Office, Minneapolis, MN - Dec. 2019 - Aug. 2020

- Conducted research on consumer trends to better marketing and UX across all departments
- Proactively identified new workflow opportunities within Wells Fargo
- Led consumer management/ behavior meetings
- Used deescalation techniques to acquire information from clients
- Investigated using qualitative and quantitative research methods

BILINGUAL PUBLIC RESPONSE PROJECT MANAGER

National Marrow Donor Program - Be the Match - Remote - Dec. 2017 - Aug 2019

- Partnered cross functionally with every team in the US and Mexico to set a vision for the next generation of customer tools
- Guided the development of new internal tools for customer experiences
- Integrated new and evolving knowledge into practices
- Transformed legacy tools into scalable systems supporting NMDP
- Assisted in the UX of the donor program chat service in English and Spanish
- Used generative discovery to create concepts and saw them through

SALES SUPERVISOR

We Business Strategies, Bloomington, MN - Aug. 2016 - Nov. 2017

- Developed excellent marketing strategies tailored to each client
- Worked extensively with the hiring team to select best applicants based on interviews
- Supported a culture of human-centered practice within internal teams
- Guided the development of new hires in their negotiations with clients