

Howard Hosokawa

PRODUCT DESIGNER · EXPERIENCE CREATOR

San Mateo, CA USA

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Summary

- UX Designer with 2 years in both software development and client support.
- Strong background in research, support, and development from university education, client support specialist, and software developer experience
- **Tools:** Sketch, InVision, Adobe CC, Zeplyn, Trello, Salesforce, JIRA, LogMeIn, Zoom, Principle

Projects

Chef Koochooloo

San Francisco, CA

PRODUCT MANAGEMENT, RESEARCH, PRODUCT DESIGN

March, 2019

- Organized design team in collaboration with client to manage tasks and needs from the client
- Interviewed teachers to understand their behaviour and gain insight into a behaviour we can solve
- Sketched out and usability tested initial design to validate the product solution
- Designed a solution that resolve two major problems and kept scalability in mind
- Directed the team to maintain the client's style and assisted with updating the client's style guide

General Assembly

San Francisco, CA

PRODUCT MANAGEMENT, RESEARCH, PRODUCT DESIGN

February, 2019

- Ideated and assisted to find a social problem that is solvable in an application
- Spoke to over 6 of our users and affinity mapped their behaviours
- Designed a brand guide based upon our sponsor company and moved the ideation towards that company's motto
- Created an application design that would satisfy the users biggest roadblock

Work Experience

QA Engineer (Temp)

San Francisco

TABATA OXFORD PERSONNEL

Aug. 2017 - Sep. 2017

- Collaborated and communicated with international engineers
- Translated and shared engineering test protocols with other testers
- Tested test protocols and reported synthesized results and notes back to the engineering team in Japan

Software Developer Intern

Redwood City, CA

NOMINUM INC.

Jun. 2015 - Nov. 2015

- Led implementation and design of logging infrastructure to fill in a missing tool for the team
- Completed research to understand which tool was best for the team by looking at examples and current company use of similar tools in other teams and reported results
- Trained a team of about 15 members in usage of the tool and benefits of the features
- Worked with a senior engineer member on design choice and how to implement the tool while keeping technical constraints in mind

Client Support Specialist

San Francisco, CA

DEMANDFORCE INC.

June 2011 - June 2013

- Collaborated with engineering and Tier II support teams in updates and synthesized information to support team for easy digest and troubleshooting
- Understood pain points of customers processing 25+ daily cases by the software customers increasing the customer satisfaction
- Resolved issues with customers calling, email, or chat by listening to their needs closely and solving for the root of the problem

Education & Certificates

General Assembly

San Francisco, CA

USER EXPERIENCE DESIGN IMMERSIVE PROGRAM

April 2019

University of Oregon

Eugene, OR

B.A. HISTORY

June 2018

College of San Mateo

San Mateo, CA

A.S. COMPUTER SCIENCE AND APPLICATION DEVELOPMENT

December 2017