

TIMOTHY TUNG

PRINCIPAL UX DESIGNER

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SUMMARY

Versatile and growth-focused professional with 9 years of experience designing end-to-end products that prioritize user needs, drive innovation, and enhance existing experiences. Skilled in creating intuitive solutions that balance user advocacy with business goals to deliver impactful results.

EXPERIENCE

ACCOMPLISHMENTS

Capital One | 2022 - Present

Principal UX Designer

- Lead designer for “Teletran One”, the Capital One app flagship release management platform, achieving a 64% improvement in on-time releases and saving approximately \$11 million annually on operation costs.
- Leads design sprints and workshops, driving alignment across cross-departmental teams and enhancing operational efficiency.
- Managed a team of 2 designers and 3 developers, collaborating with tech and product leadership to deliver high-quality designs and development outputs.
- Maintained 40%+ monthly active users (MAU) by integrating an automated testing dashboard and streamlining workflows.
- Acted as a usability consultant for Capital One’s “Gravity” design system, driving improvements in development migration from legacy design systems.

Operative | 2020 - 2022

Product Designer

- Secured FOX Media as a key business partner by delivering innovative designs that provided a competitive advantage.
- Spearheaded the evolution of the company’s design system ensuring consistent branding and style across product lines.
- Developed WCAG 2-compliant keyboard accessibility guidelines, enabling inclusive access for users at Sinclair Broadcasting Group.

■ Stringbean Technologies | 2017 - 2019

UX / UI Designer

- Led the end-to-end design process for the company's flagship product, delivering a seamless experience across web, iOS, and Android platforms.
- Collaborated with cross-functional teams, including product managers, engineers, and executives, to ensure consistent branding and style throughout design and development.
- The launch of the flagship product directly secured initial funding from JLL, Caldwell & Walsh, and Havas.

■ Abacus Business Computers | 2017

Lead UX Design and Strategist

- Directed the end-to-end design process for the company's first self-service kiosk, ABCPOS Kiosk, delivering a seamless and intuitive user experience.
- Boosted user satisfaction and customer retention by 30% through the successful design and launch of the kiosk, enhancing overall customer engagement.

■ Elimsoft | 2017

UX / UI Design and Consultant

■ Parceed Residency Match | 2016-2017

UX / UI Design and Consultant

EDUCATION

RIDER UNIVERSITY

Business Administration, BSc

GENERAL ASSEMBLY

User Experience Design

SKILLS

Competitive Analysis, Data Analysis, Experience Mapping, Heuristic Evaluation, Information Architecture, Persona Creation, Rapid Prototyping, Storyboards, Surveys, Task Analysis, Wireframing, Usability Testing, User Research

TECHNICAL

Design Thinking, Human-Centered Design, Interaction Design, Participatory Design, Project Management, Public Speaking, Strategic Direction, User Experience Design, Design Research

TOOLS

Adobe XD, Axure, Confluence, CSS, Figma, HTML, Illustrator, Jira, Lucidspark, Omnigraffle, Optimal Sort, Photoshop, Python, Sketch, UserTesting.com, Zeplin