

# Justin Tran

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## EDUCATION

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**The Ohio State University – Columbus, OH**

**Expected Graduation Date: May 2025**

B.A. in Communication Technology (Specializing in HCI + UX Design)

B.S. in Psychology

**Cumulative GPA: 3.543**

Dean's List Spring 2023 - Present

**Relevant Coursework:** Human-Computer Interaction + User Experience, Visual Communication Design, Social Media, Evaluation and Usability Testing, Persuasive Communication, Data Analysis

## CERTIFICATIONS & SKILLS

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**Google UX Design Certificate – Coursera**

**Completed February 2024**

**Skills:** Figma, Adobe XD, Photoshop, Illustrator, Adobe CC, Jira, Qualtrics, FullStory, HTML, CSS

## WORK EXPERIENCE

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**Nationwide Insurance – Columbus, OH**

**Research Intern, July 2024 – Present**

- Create dashboards in FullStory to highlight key user insights and their impacts on project outcomes.
- Participate in UX product ideation and research, from concept development to final design implementation.
- Engaged in the UOP's BootCamp, where I learned Python, Git, and collaborative development via GitHub.

**OSU College of Pharmacy – Columbus, OH**

**Instructional Design Intern, July 2024 – Present**

- Assist in the editing, production, and implementation of multimedia instructional materials, including e-learning modules, video tutorials, lectures, and course ads for a variety of pharmacy courses at OSU.
- Conduct UX reviews on courses to ensure accessibility and a seamless learning experience.
- Oversee eight student employees, delegating tasks including video captioning and quality assurance.

**OSU Depression Research Lab – Columbus, OH**

**Research Assistant, May 2023 – January 2024**

- Utilized a PCTS Scale to discern the proficient application of CT skills exhibited by both clients and therapists.
- Observed over 130 hours of conversations between clients and their therapists, meticulously detailing their behaviors and interactions to provide comprehensive observations and insights into therapeutic dynamics.
- Analyzed 6-12 hours of therapy sessions per week to evaluate the effects of 16 distinct CBT skills.

## LEADERSHIP & EXTRACURRICULARS

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**UX Club**

**Executive Board Member, February 2024 – Present**

- Organize sessions where clients engage directly with UX researchers, fostering a deeper understanding of user experience practices and research methodologies
- Contribute to designing and working on the front end of the club's website using Figma, HTML, and CSS.
- Participate in UX fundamentals workshops covering user research, wireframing, prototyping, and user testing.

**Hackathons/HackAI**

**Participant, February 2023 – Present**

- Collaborate with software engineers and stakeholders to conceptualize their ideas into wireframes.
- Demonstrate proficiency in design tools such as Figma and Adobe XD to create high-fidelity prototypes.
- Gather insights and ideas to inform the development of user-centered solutions.