

# Mona Luan

UX/UI Designer | San Diego, CA

monaluan.com | 516.477.0250 | hello@monaluan.com

## OVERVIEW

I am a multi-passionate, people-loving, impact-driven UX/UI Product Designer.

I have experience ranging from startups to nonprofits to Fortune 100 companies.

I'm looking for a company that cares deeply for humanity and wants to create a better world.

## LANGUAGES

English  
Mandarin Chinese

## SOFTWARE

Sketch  
Zeplin  
Adobe Suite  
Axure  
Marvel  
Invision  
JIRA  
Basecamp  
Microsoft Office  
Basic HTML

## SKILLS

Collaboration  
Optimism  
Coaching  
Active Listening  
Workshop Facilitation

## EXPERIENCE

### Coach Self-Employed

NOV 2019 TO PRESENT  
ONLINE

Coach designers, artists, and healers looking to start their business. Incorporate tools including mindset work, meditation, psychology, shadow work, hypnosis, neuro-linguistic programming, and somatics. Help clients create individualized plan to reach external goals while cultivating an inner foundation of confidence, self-love, self-worth, and self-trust.

### Lead UI Designer Walgreens // Specialty Pharmacy

MAR 2018 TO NOV 2019  
CHICAGO, IL

Designed new user portal for specialty pharmacy patients while meeting brand, business, and technical requirements. Maintained design process in Agile workflow for 30+ projects. Created pixel-perfect mockups for developers. Lead team to make responsive website accessible. Collaborated with UX designer, copywriters, developers, creative director, business analyst, product owners, and stakeholders.

### UX/UI Designer United Airlines // Mobile App

NOV 2017 TO MAR 2018  
CHICAGO, IL

Created solutions for mobile app redesign to improve customer experience for check-ins and inflight. Designed concepts, site map, wireframes, prototypes, mock-ups, iterations, and participated in user test research. Collaborated in Agile workflow with business analysts, product owners, developers, and stakeholders.

### UI Designer Walgreens // E-commerce

JULY 2016 TO NOV 2017  
CHICAGO, IL

Designed responsive solutions for Walgreens.com Browse and Search pages and Store Locator pages to increase conversion rates and improve customer experience. Collaborated in Agile workflow.

### UI Designer United Airlines // B2B

JULY 2014 TO JULY 2016  
CHICAGO, IL

Designed product for Fleeting and Routing department to effectively and efficiently plan flight routes. Redesigned user portal for United Cargo.

## EDUCATION

### 2008 TO 2012 School of the Art Institute of Chicago

CHICAGO, IL

Support Grant and Incentive Scholarship recipient  
Bachelor of Fine Arts, Visual Communication Design and Photography

2019  
ONLINE **International Coach Federation**  
Certified Life Coach by Inner Glow Circle

## OTHER POSITIONS HELD AT

**Tribune Company**

**Rotary International**