

MELODY TRAN

UX Product - Visual Designer

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WORK EXPERIENCE & PROJECTS

MasterCard - UX Designer

April 2025 – Present

- Refined design system patterns and created dark mode guidelines to improve accessibility, scalability, and visual consistency for a data visualization platform.
- Audited internal communication tools and proposed UX improvements, including newsletter accessibility enhancements.
- Partnered with engineers and product teams in a scaled Agile environment to ensure smooth implementation and alignment.

Charge Point - UX Designer

Jan 2025 – Mar 2025

- Partnered with product owners and design team to refine requirements for a mobile EV charging app.
- Designed and iterated wireframes and prototypes that improved station discovery and filtering based on amenities, aligning with stakeholder direction.

EuroCTP - UX Designer

Mar 2024 - Aug 2024

- Collaborated with product owners and engineers to translate complex financial requirements into intuitive user flows.
- Rapidly learned product details to design and iterate wireframes and prototypes that simplified access to trade data for professional and retail users.

Swift Intermodal - User Experience Designer

Oct 2022 – Oct 2023

- Collaborated with UX researcher, engineers, and stakeholders to redesign and replace a legacy AS/400 system for the Intermodal Team.
- Reduced workflow steps by 46.5% and addressed major pain points across Customer Service (88%), Planning (45%), and Driver Manager (36%) user groups.
- Developed user flows, mockups, and prototypes; led design reviews and integrated stakeholder feedback to iterate solutions.

EDUCATION

General Assembly

UX Design Immersive 2022

University of California, Berkeley

Bachelor of Art – Music 2018

SKILLS

Design

- User Experience Design
- Interaction Design
- Product Design/ Strategy
- Data Visualization
- Wire framing, Prototyping & Mockups
- Design System
- Concept sketches /User Flow/ Site Map
- User Research/ Data Synthesis/ User Journey
- Usability Testing/ Heuristic Analysis

Collaboration

- Design Critiques
- Cross-functional Communication
- Agile/Lean UX

SOFTWARE AND APPLICATIONS

- Figma
- Adobe Creative Suite
- Miro/ Trello/ Azure
- Microsoft Office Suite
- HTML/CSS