

# CHELSEA TURNBO

chelseadesigngroup.com · Los Angeles, CA 90036 · (501) 773-6962 · missturnbo@gmail.com

I recently decided to make a career change to UX Design. I was working as a recruiter in tech and that led to my interest in UX Design. I explored it a little further and decided to join a very intense immersive program. I have truly fallen in love with the process and am now looking to network and broaden my horizons in this new field. I feel my empathy to people has a big advantage when finding user's pain points and applying it to solutions. My overall creative side helps fuel my innovative designs.

## SKILLS

User Interviews, Contextual Inquiry, User Research Synthesis, Affinity Mapping, Information Architect, Card Sorting, Brand Design, User Flows, Competitive & Comparative Analysis, Personas, Iterated Sketches, Digital Wireframing, Usability Testing and Interviewing, UX Presentations, User Interface, Task Analysis, Interaction Design, Visual Design, Basic HTML/CSS, Rapid Prototyping

## PROJECTS

### Wintrust Bank | UX Designer

October 2022

- Designed a new mobile app to solve Wintrust's problem of wanting to grow their customer base across digital channels and help their users achieve financial well being.
- Oversaw and conducted a total of 8 interviews and then synthesized findings to gauge user's pain points in order to solve user's problems
- Developed a high-fidelity prototype by conducting user research, interviews, synthesizing research, using comparative and competitive analysis, usability testing, and wireframing

## EXPERIENCE

---

### Signify Technology, Bel Air, CA

*The World's Largest Scala Engineering Recruitment Firm.*

Feb 2022 – Aug 2022

#### Senior Consultant

- Managed pipeline of talent to be placed with fortune 500 companies such as Disney and Capital One Financial
- Managed accounts and worked closely with hiring managers to fill their roles with the right candidates
- Brought in new accounts that resulted in new jobs to fill
- Consistently exceeded targets each month in a high-capacity recruiting firm
- Constantly sourced and filtered for top talent through traditional ways like Bullhorn Database, LinkedIn Recruiter, but also innovative ways, like Twitter, and going to events.
- Lead the expansion into a new marketplace, Canada.

### ADP Inc., Santa Monica, CA

*The largest HR & Payroll software solutions company*

Sep 2021 – Feb 2022

#### Associate District Manager

- Lead the business development efforts in the Los Angeles Territory, and maintained client relationships
- Put powerful solutions in the hands of small businesses allowing them to be more productive while saving money
- Consistently exceeded my sales target
- Awarded MVP in my cohort of 65 reps
- Trained new hires

### Hampton Water Rose, Los Angeles, CA

June 2019 – Mar 2020

#### Territory Sales Representative

- Responsible for all west coast business development and account management
- Acquired over 100 new accounts, going over 20% of my early targeted goals
- Managed over 250 accounts while increasing account sales
- Organized weekly events to increase brand exposure and drive social media engagement
- Cultivated new relationships in new territories which resulted in increased market share

- Worked closely with distribution teams to manage inventory and supply chain

## **EDUCATION**

---

<b>General Assembly UX/UI Design Intensive</b>	<b>2022</b>
<b>The University of Pennsylvania, Wharton School of Business Marketing, Online course</b>	<b>2018</b>
<b>The University of Central Arkansas</b>	<b>2006-2008</b>