Joel Elizaga · UX Engineer

✈ joel@elizaga.org 🌐 joelelizaga.com ⓞ jelizaga in joel-elizaga

Joel Elizaga is a UX engineer practicing an HCI-informed fusion of *design* & *development*.

🎓 Education

BS. *Informatics: Human-Computer Interaction* 2017
University of Washington

✺ Certifications

Full-Stack Development with JavaScript 2022
University of Washington

Exploring GraphQL 2022
The Linux Foundation

Foundations of UX Writing 2022
University of Washington

Strategic Design 2019
Rhode Island School of Design x Infosys

💼 Experience

UX Designer 2019 - 2021
Infosys

- *Semiconductor manufacturer:* Led team redesigning administrative portal of a shopper-facing marketing app featured in major electronics retailers across the globe.
- *Accounting firm:* Conducted in-depth heuristic analysis of internal benchmarking app.
- *Telecommunications company:* Usability analysis & re-design of chat panel for greater self-service automation and ticket deflection.

Corps Member 2018
AmeriCorps NCCC

Completed 1916.5 hours of team-based community service throughout the southwestern United States, representing federal support of American non-profits.

- *Arizona | SDMB:* Built 3 miles of multi-use & mountain bike trails in the Sonoran Desert.
- *Texas | Generation One:* Directed volunteer groups on landscaping & hurricane recovery projects for senior citizens in the Third Ward of Houston.
- *New Mexico | Not Forgotten Outreach:* Deforested & developed land for an eco-therapy veteran service program in Taos.

Video Producer 2016 - 2017
AnswerDash

★ Proficiencies

UX

- ◇ User research
- ◇ Usability research
- ◇ Heuristic evaluation
- ◇ Card-sorting
- ◇ IxD grammar
- ◇ UX writing
- ◇ Prototyping
- ◇ Wireframing
- ◇ User journey mapping
- ◇ User flows
- ◇ Information architecture
- ◇ Personas

Engineering

- HTML
- CSS
- JavaScript
- TypeScript
- NodeJS
- React
- Express
- MongoDB
- GraphQL
- Java
- Nginx
- Bash
- Linux
- Git
- Markdown

🏅 Achievements

President's Volunteer Service Award - Gold
Awarded for completing 1,900+ service hours while in AmeriCorps NCCC.