

TAMAKI NONAKA

UI & UX DESIGNER

UI/UX Designer with background in customer service and team management. Experienced in developing UI/UX projects from research to high-fidelity prototypes. Skilled at identifying underlying problems and creating user-centered solutions from the words, expressions, and behaviors of customers with strong empathy and insight. Fast learner and a clear communicator capable of working with a variety of team members.

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 Tokyo, Japan,
Open to Relocating

UI&UX DESIGN PROJECTS

PlutoPay, Financial App

Feb 2021- Nov 2021

CareerFoundry Case Study

- Applied a mobile-first approach and created a responsive web app to make payments, transfer money, and manage balance all in one place for financial activities.
- Engaged in information architecture, collected and analyzed quantitative data through card sorting, and created an intuitive and navigable site map.
- Reduced visual complexity and cognitive load by referencing WCAG and creating a consistent UI with consideration for accessibility.

Lingo Up, Vocabulary Learning App

Jan 2021- Feb 2021

CareerFoundry Case Study

- Created a flashcard-style vocabulary learning app following a user-centered design process.
- Conducted exploratory research including competitive analysis, user interviews, and surveys to gather data and develop personas and user flows.
- Used the efficient method of sketching to create wireframes and prototypes, conducted usability tests, and performed quick design

EXPERIENCE

Cabin Crew

May 2014 - Present, Japan

ALL NIPPON AIRWAYS CO., LTD.

- Analyzed passenger feedback and customer satisfaction survey for various scenarios to identify issues on the routes in charge. Regularly sharing the results with the team helped to set appropriate goals and adjust the direction.
- Enhanced the crew's time awareness by sharing the progress of service delivery within the team and incorporated a buddy system to eliminate unevenness in skill among individuals to solve the problem of slow service provision. As a result, service was provided within the estimated service time, and passenger satisfaction with in-flight service was improved by 10%.
- Built a common understanding and strong relationships across departments by communicating quickly and effectively with relevant departments and multinational team members when problems arose. This led to swift problem solving with the cooperation of the different departments as well as the crew members in the field.

SKILLS

- Competitor analysis
- User Surveys
- User Interviews
- Personas
- Information Architecture
- Wireframing
- UI/Prototyping
- Usability Analysis
- Style Guides

TOOLS

- Adobe XD
- Balsamiq
- Figma
- Miro
- Optimal Workshop
- Photoshop
- Illustrator

EDUCATION

UX Design

Jan 2021 - Jan 2022

CareerFoundry, Online

Introduction to User Experience Design

Nov 2020 - Dec 2020

Georgia Institute of Technology, Online

Bachelor of Tourism & Transnational Studies

Apr 2009 - Mar 2014

Dokkyo University, Japan

LANGUAGE

- English
- Japanese