

# Emily Bojorquez

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## WORK EXPERIENCE

### **Los Angeles County Internal Services Department**

**Los Angeles, CA**

*User Experience Designer - Technology Professional Intern II*

*Jun 2023- Present*

- Led a team of seven UX Designers in rapidly prototyping low and high-fidelity product concepts for consumer-facing applications, resulting in a 15% increase in user engagement.
- Designed and implemented comprehensive user acceptance testing procedures for youth resources application, ensuring optimal user experience and functionality by 20%
- Created and maintained detailed design documentation and training materials to improve user adoption of new systems.
- Collaborated with cross-functional teams to research and analyze complex user needs for LA County's language access plan. Provided valuable insights and recommendations to improve language accessibility.

*User Experience Designer - Technology Professional Intern I*

- Designed and executed a comprehensive design system, streamlining the design process and reducing project turnaround time by 25%.
- Conducted extensive user research and testing initiatives, achieving a 50% improvement in user scanning efficiency.
- Provided technical consultation and support to stakeholders, ensuring seamless integration of design solutions.
- Managed hardware and software implementation for the department's intranet across multiple platforms, optimizing user experience for over 1,000 employees.

## PROJECT EXPERIENCE

### **Equity In County Contracting**

**Los Angeles, CA**

*User Experience Designer - Technology Professional Intern II*  
2024

*Nov 2024 - Nov*

- Enhanced user experience by improving graphic design and consolidating information to provide clear guidance for emerging small businesses.
- Incorporated visually appealing photos highlighting the diverse businesses and organizations the county supports, inviting users to explore and engage with our community.
- Applied immediate call-to-action features upon website entry, allowing users to quickly access essential information, such as contract details and event calendars.

### **Youth Resources**

**Los Angeles, CA**

*User Experience Designer - Technology Professional Intern II*

*Nov 2023- Dec 2024*

- A 220% increase in user participation, including past participants who requested to come back to provide further feedback and be part of the process to help curate the application for Youth.
- Following user testing, we streamlined the homepage to minimize distractions and maintain focus.
- A prominent call to-action and highlighted resources, identified as frequently used during testing, were strategically placed. A one of a kind Board Motion passed by the Board of Supervisors was accomplished by Youth for Youth in Los Angeles County.

### **M.I.T (Mobile Inventory Tracker)**

**Los Angeles, CA**

*User Experience Designer - Technology Professional Intern I*

*Aug 2023- Dec 2023*

- Successfully releasing a mobile app and following all County policies and procedures in less than 10 months, something that is rare within the County.
- Created a more intuitive look with better wording and icon usage to help users, as well as provide a tutorial on how to navigate the app.
- Successfully deployed the Mobile App on County devices, enhancing user experience and increasing operational efficiency by 10%.

## LEADERSHIP

### **Los Angeles County Internal Services Department, Lead UX Designer**

*Nov 2023- Dec 2024*

- Led a team of seven User Experience Designers in rapidly prototyping low and high-fidelity product concepts to address complex, high-priority business problems for the Youth Resources web application.

## EDUCATION

### **Google UX Design Specialization Certificate**

**Coursera, Online**

Rigorous seven courses training for User Experience Design entry-level readiness

*Sep 2023*

## SKILLS & INTERESTS

*Software:* Figma, Sketch, Canva, Adobe Creative Suite, Miro, FigJam, Basic HTML/CSS/JavaScript

*Research:* User Research (Interviews & Testing), User Stories, Competitor Analysis, Human-Centered Design

*Design:* Wireframing & Mockups (Low & High Fidelity), Digital Prototyping, Interaction Design, Rapid Iteration

*Collaboration:* Cross-functional Team Leadership, Stakeholder Communication, Design Feedback Implementation

*Language:* English | Spanish

*Fun Accomplishments:* 2024 LA Marathon Finisher