

Austen Courpet

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Professional Summary

User Experience Designer with a background in market research and community engagement. Skilled in transforming complex problems into intuitive solutions through research, storytelling, and user-centered design. Experienced in working with nonprofits, startups, and established companies using UX design to align business goals with user needs. Thrives in collaborative, mission-driven teams where thoughtful design creates measurable impact.

Skills & Tools

UX Skills: User Research • Prototyping • Wireframing • Usability Testing • Information Architecture • UX Writing • Content Strategy • Stakeholder Alignment • Brand Strategy

Research: Market Research • Competitor Analysis • Survey Design • Data Analysis

UX Tools: Figma • Adobe • WordPress • Google Sites • HTML/CSS • Trello • SEO • AI Tools

Soft Skills: Collaboration • Storytelling • Presentation Design • Cross-Functional Communication

Professional Experience

Freelance UX Designer | Luminoso Technologies, Inc. | Remote

Jun 2025 – Jul 2025

- Led a complete homepage redesign to improve clarity, branding, and conversion.
- Improved mobile responsiveness, accessibility, and user flow.
- Designed reusable banner system and graphics for product storytelling.
- Facilitated surveys and copy workshops to align stakeholders and validate direction.
- Impact: ↑ 135% new users on homepage, ↑ 3,799% demo session requests, ↑ 335% engagement time on consultation page.

Skills used: UX Strategy, UI Design, WordPress (Elementor + CSS), User Research, Copywriting, Graphic Design

Freelance UX Designer (Volunteer) | SJNA | Portland, OR

Apr 2025 – Present

- Donated design expertise to improve the association's community-facing website.
- Conducted surveys, interviews, and usability testing to uncover community needs.
- Developed strategic presentation materials to align a 15-member board.
- Built navigation prototypes and content updates within Google Sites for community use.
- Supported visual design and content strategy to make local resources more accessible.

Skills used: UX Research, Prototyping, Google Sites, Community Engagement, Stakeholder Alignment, Figma

Freelance UX Designer | Reality Kitchen Nonprofit | Remote

Jun 2024 – Dec 2024

- Designed and tested a nonprofit website redesign to improve accessibility and navigation.
- Developed Figma prototypes, refined branding, and crafted an authentic visual identity.
- Increased website navigation success rate by 150% through usability testing improvements.

Skills used: UX Research, Usability Testing, Figma, Branding, Content Strategy, Stakeholder Communication

Senior Market Research Analyst | Liquid & Grit | Remote

Apr 2020 – Sep 2024

- Analyzed market trends across mobile gaming to identify player behaviors and feature adoption.
- Translated complex mechanics into actionable design insights for clients, including Zynga and King.
- Identified usability issues in internal tools and proposed intuitive design improvements.
- Expanded coverage into four new markets while training and mentoring remote contractors.

Skills used: Market Research, Data Analysis, Competitor Analysis, Customer Insights, Remote Collaboration

Social Media Manager | The Big Dilla | Portland, OR

May 2018 – Oct 2019

- Built food truck brand identity through logos, menu signage, social media graphics, and website design.
- Increased customer engagement through consistent Instagram management.
- Achieved 100% 5-star Yelp reviews (30 reviews) and grew business visibility via partnerships.

Skills used: Branding, Social Media Marketing, Storytelling, Canva, Customer Experience

Education

Certificate, UX/UI Design | University of Oregon | Eugene, OR

Bachelor of Fine Arts, Film Production | Chapman University | Orange, CA

Interests

Tabletop & Video Gaming • Watching Movies • Playing Disc Golf • Community Volunteering • Writing