

Chalen Duncan

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EXPERIENCE

UX Designer

Paris, France

Akur8 | AI-driven financial & actuarial tools

Sep 2023 — Aug 2025

- Collaborated with machine-learning engineers to design an AI-powered fin-tech solution for actuarial data scientists in 40+ countries
- Created advanced data visualizations and scalable business intelligence dashboards
- Built a robust mixed methods research framework supporting 24 R&D team members
- Developed an internal LLM-powered GPT enforcing custom voice and tone
- Integrated and evaluated reception of various AI tools including a customer service agent and an internal UX research organizer
- Worked on agile squads containing project managers, developers, and subject matter experts
- Ensured AI tools met ethical standards to promote user trust, transparency, and auditability in a strict international regulatory market

UX Researcher

Jun 2020 — Jun 2022

GlobaliD | Identity wallet app

San Francisco, CA

- Established UX research on cross-functional teams at a self-sovereign-identity startup
- Worked with internal and external stakeholders to inform business strategy through stakeholder interviews and design thinking workshops
- Documented and organized findings from user interviews worldwide to maximize impact
- Presented research and strategy company-wide and to top-level stakeholders

UX Designer

Sep 2018 — Sep 2019

Couchsurfing.com | Social community platform

San Francisco, CA

- Created flexible designs used across dozens of languages as well as desktop web and mobile
- Designed experiments and analyzed data from over 25 million international members
- Facilitated internal and external design-thinking workshops including a 5-day Design Sprint
- Utilized Sketch and supporting tools for design system organization and iteration
- Iterated on onboarding flows with A/B testing: improving user acquisition by 21%

UX Designer & Frontend Developer

Dec 2017 — Sep 2018

Financial Technology Partners | Investment bank

San Francisco, CA

- Built comprehensive business intelligence dashboards enabling multi-million dollar deals
- Developed an atomic design system of UI components using Sketch and HTML5/CSS3/Angular

EDUCATION

M.A. Product Design, Emerging Media – The University of Georgia

2017

B.A. International Affairs: Comparative Economics, Security – The University of Georgia

2016

Certifications: **Web Design** (The University of Georgia 2016), **Usability Testing**

(Linkedin Learn 2022), **Mastery of Conducting User Interviews** (Pollen Formations 2024)

SKILLS

Languages: English (Native), French (Advanced), Spanish (Intermediate), Mandarin (Intermediate)

Software: Analytics (Tableau, Amplitude), Project Management (Confluence, Notion, Jira, Miro),

Wireframing/Prototyping (Figma, Adobe Suite), Programming (Python, HTML, CSS, JS)