

# Chalen Duncan

Washington, D.C. | 678-910-6074 | chalen.net

## EXPERIENCE

- User Experience Designer** Dec 2025 — Present  
**US Digital Response | Civic election platform** Washington, DC
- Building a component library enabling better collaboration between design and engineering
  - Implementing best practices to improve accessibility and parity application-wide
- User Experience Designer and Researcher** Oct 2023 – Aug 2025  
**Akur8 | AI-driven financial and actuarial tool** Paris, France
- Collaborated with engineers and scientists to design an AI-powered financial technology solution for data scientists in 40+ countries
  - Created advanced data visualizations and scalable business intelligence dashboards
  - Developed an internal LLM-powered GPT enforcing custom voice and tone
  - Conducted cross-cultural research with international clients and prospects
- User Researcher** Jun 2020 — Jun 2022  
**GlobaliD | Self sovereign identity wallet** San Francisco, CA
- Established mixed-methods research practices on cross-functional teams at a 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
  - Performed in-depth market research on cybersecurity and digital identity
- User Experience Designer and Researcher** Sep 2018 — Sep 2019  
**Couchsurfing.com | Social community platform** San Francisco, CA
- Analyzed data collected from over 25 million international members
  - Facilitated internal and external design-thinking workshops including a 5-day Design Sprint
  - Iterated on onboarding flows with A/B testing: improving user acquisition by 21%
- User Experience 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
  - Performed research and shared findings to develop and promote product goals

## EDUCATION

- M.A. Security Studies (incoming) – Georgetown University** 2028
- M.A. Product Design, Emerging Media – The University of Georgia** 2017
- B.A. International Affairs: Comparative Economics, Security – The University of Georgia** 2016
- Relevant Coursework:** US National Security Policy, Global Simulation, Big Data Analytics, East Asian Political Systems, Computer Science, Project Management
- Certifications:** **Web Design** (The University of Georgia 2016), **French Language A2** (Mairie de Paris, 2023), **Mastery of Conducting User Research Interviews** (Pollen Formations Paris 2024)

## SKILLS & LANGUAGES

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

**Technical Skills:** **Data Analysis & Visualization** (*Tableau, R, Python*), **Project Management** (*Confluence, Jira*), **Design & Prototyping** (*Figma, Adobe*), **Programming** (*Python, HTML, CSS, JavaScript*)