

# Dawn Dinh

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## Education

Maryland Institute College of Art - Baltimore, MD  
*M.P.S. User Experience Design*

**January 2024 - May 2025**

Memorisely - London, UK  
*Webflow Portfolio Certificate Bootcamp*

**August 2022 - November 2022**

ELVTR - Los Angeles, California  
*Art Direction Course with Joel Arzu, Associate Creative Director at Ogilvy*

**July 2022 - August 2022**

Memorisely - London, UK  
*Design System Certificate Bootcamp*

**May 2022 - June 2022**

SUNY Fashion Institute of Technology - New York, NY  
*User Interface (UI) Design Certificate Program. Center for Continuing and Professional Studies*

**March 2022 - May 2022**

SUNY Fashion Institute of Technology - New York, NY  
*B.F.A., A.A.S. Illustration. School of Art & Design, Magna Cum Laude*  
Minors: Asian Studies, History of Art, Sociology

**August 2016 - May 2020**

## Technical Skills - Knowledgeable and Proficient in the following:

- UX/UI Design: Figma, Miro, Loom, Webflow, Wix, and Squarespace, Notion, AirTable, Slack
- ServiceNow, Bomgar, SCCM, Jamf, ITIL framework
- Microsoft 365 Office Suite: Microsoft Word, Excel, Powerpoint, Teams and Outlook, Google Suite
- Illustration Traditional and Digital: Adobe CC Suite (Photoshop, Illustrator, InDesign, Premiere Pro, After Effects, Lightroom, Adobe XD), Procreate, Clip Studio, and MediBang, 2D and 3D fabrication production

## Professional Experience

Barnard College Information Technology - *Technical Specialist*

**February 2023 - Current**

- Address faculty and staff inquiries and needs, troubleshooting technical issues and providing necessary information through competent customer service, including front desk operations
- Update 100+ service desk knowledge base articles for campus-wide operations
- Deploy 300+ desktops, laptops, and peripherals to faculty and staff for hybrid work environment

SUNY FIT Innovative Technology and Digital Production -  
*Fabrication Technician and IT Library Technician*

**July 2021 - February 2023**

- Managed and maintained of fabrication equipment, such as laser cutting, vinyl cutting, vacuum forming, 3D scanning and commercial/industrial 3D printers
- Maintained and communicated with customer service, and provided finishing service necessary to complete campus-wide purchases.
- Hosted orientation and tours to demonstrate fabrication and printing services
- Provided technical support to students, faculty, and staff in the Library and production studios
- Maintained PC and Mac computer labs and ensure all equipments are updated with the latest software
- Created and maintained web content for departmental events and services
- Oversee campus lab monitors' day-to-day operations and conduct formal training sessions

SUNY FIT Office of Library Directors - *Office/Clerical Associate*

**September 2016 - June 2021**

- Managed and supported Library and directors' calendars for campus-wide impacted content, meetings, and events
- Liaised with college facilities department on building maintenance and support in healthy and safe work environments
- Aided in promotional outreach for Library orientations and bi-annual college convocations through designing graphics, collecting content, and publishing in social media channels