



## Ch'nel Duke

Philadelphia, PA 19121

### PROFILE

UX designer with extensive experience in higher education, graphic design, customer service, and research.

Currently an Operations Specialist at Apple in Philadelphia.

### CORE COMPETENCIES

User Experience Design  
User Research  
Information Architecture  
Wireframing  
Prototyping  
Brand Messaging  
Graphic Design  
Communications  
Customer Service  
Client Engagement  
Event Management  
HTML/CSS

### TOOLS

Figma	Powerpoint
InDesign	Slack
Adobe XD	Excel
Photoshop	Word

### CONTACT



609-937-3631



chnel.duke@gmail.com

## WORK EXPERIENCE

### OPERATIONS SPECIALIST Apple Inc., Philadelphia, PA

2021 - Present

Manage inventory of all products and parts and innovate processes for greater efficiency and customer experience. Research variances and maintain Apple visual standards.

### COMMUNICATIONS & UNDERGRADUATE PROGRAMS ADMINISTRATOR Princeton University, Princeton, NJ

2017 - 2021

Directed co-curricular programming to enhance the undergraduate experience for students in the James Madison Program in American Ideals and Institutions, including study trips and visits from high profile guests and dignitaries. Developed and deployed the program's communication strategy for social media, podcasts, email, and web. Designed digital and print materials for outreach and fundraising.

### CREATIVE DIRECTOR Coxing Magazine, Philadelphia, PA

2016 - Present

Co-founded a niche magazine in the sport of rowing geared toward coxswains. Lead graphic design, photography, and editing efforts and assisted with logistics as a small business owner-operator.

### EVENTS COORDINATOR Princeton University, Princeton, NJ

2011 - 2017

Planned and executed over 400 events and conferences for the James Madison Program in American Ideals and Institutions. Streamlined planning and management processes. Arranged travel and lodging for guest speakers and accommodated attendee needs.

### ACCOUNT REPRESENTATIVE Princeton University, Princeton, NJ

2006 - 2011

Provided guidance and logistical support to programs, camps, and events occurring on the Princeton University campus. Served as a liaison between the conference services office and other campus partners including facilities, dining, public safety, and media services.

## EDUCATION

### UX ACADEMY Designlab

2020 - 2021

Intensive UX design training covering design thinking, UX research, and usability testing. Projects included redesign of the original Space Jam website, design of a new end-to-end app for home assets, and feature development on the LinkedIn Learning interface.

### M.A. IN ORGANIZATIONAL LEADERSHIP Rider University

2015 - 2016

Graduated with distinction with a focus on higher education. Conducted research for master's thesis on the eight female presidents in the history of the Ivy League.

### B.S. IN BIOLOGY University of the Sciences

2005 - 2009

Studied biology with a minor in statistics and graduated with high honors. Lived and studied abroad for one term through NYU in London.