**ROSY** HUONG NGUYEN

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# EXPERIENCE

**PRODUCT/ UX DESIGNER**, Nov 2021 – Current

CSA Group, Toronto, Canada

* Research, work cross-functionally and collaboratively within a multi-disciplinary environment with business analyst, project coordinator and other stakeholder groups to conduct UX research and ideation sessions daily
* Empathize with and advocated for users by conducting UX methodologies and contextual inquiries to build various products: responsive web design, custom mobile app, B2B portals, SaaS products, and digital products powered by Artificial Intelligence. Familiar with open-source software like Salesforce, Moodle, SAP.
* Illustrate design ideas using storyboards, wireframes, prototypes, and sitemaps. Designing UI elements, like menus, tabs, and widgets, wireframing

**UI UX DESIGNER**, May 2021 – Oct 2021

Anderson DDB, Omnicom Group, Toronto, Canada

* Work with healthcare clients from briefs to cover digital deliverables ranging from website builds using Sketch and InVision; banner ads, email campaigns using Adobe
* Design and deliver wireframes, user stories, user journeys, personas and responsive UI mock-ups optimized for a wide range of devices and interfaces.

**PRODUCT DESIGN MANAGER**, May 2020 – May 2021

QClub LTD, Vancouver, Canada

* Carried daily stand-ups and check-ins, worked closely with the Founder, managed 14 developers.
* Carried the end-to-end iterative design process: user research, job stories, journey mapping, content modelling, wire-framing, prototyping, user testing, high-fidelity UI design to launch 2 [rewards apps](https://myqclub.ca/) (beta versions) on Apple store and Google Play store.
* Set up design system in Figma following Apple Human Interface Guidelines, Android Material Design

**PRODUCT DESIGNER**, Sept 2016 – Dec 2017

Inmagine Group, Kuala Lumpur, Malaysia

* + Redesigned product strategy, price strategy, license policy and website design for StockUnlimited.com.
  + Researched, ran testing sessions, collaborated with outsourced Indian developers to launch apps in App Store & Google Play.

**PRODUCT MANAGER**, Dec 2014 – Aug 2016

UNESCO, Ho Chi Minh City, Vietnam

* + Researched, monitored Today’s Voice Project, especially its technical components to engage 17,000+ young people in Ho Chi Minh City.
  + Developed, reported, and communicated on the project's achievements, in view of the launch of a beta version of the digital platform for Today’s Voice Project.

# TOOLS & SKILLS

* + Figma, Sketch, Adobe XD, Photoshop, Illustrator, InVision, Proto.io, GitHub, Gitlab, Jira, Confluence
  + Salesforce, Open-Source platform: Moodle, Outsystems, SAP Software, Ionic Framework
  + Prototyping, Usability testing, HTML, CSS, JavaScript

# EDUCATION

Seneca College, Canada

Interactive Media Design, 2018 – 2020 | Diploma with honours, 3.8/4.0

University of Economics, Vietnam

International Business | 2012 - 2016 | Bachelor’s degree

Online certificates: Interaction Design Foundation; UX Design Masterclass