**ROSY** HUONG NGUYEN

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I am a Product/UX/UI Designer with five years of experience across countries. I have designed products funded with a budget of a million dollars affecting thousand(s) users. I have worked as either one team player for start-ups or a UX lead working in 200-people-size corporate.

# EXPERIENCE

**PRODUCT 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 B2B systems, 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 from briefs that will cover digital deliverables ranging from website builds using Sketch and InVision, banner ads, email campaigns using Adobe XD in the field of pharmacy, healthcare and lifestyle.
* Design and deliver wireframes, user stories, user journeys, personas and UI mock-ups optimized for a wide range of devices and interfaces.
* Work with back-end developers for the handoff to ensure front end vision is deliverable

**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