



Annie Diep

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Skills

Prototyping: **Whiteboarding, Sketch, InVision, Adobe Suite**

Coding: **HTML, CSS, Javascript, and SQL**

Tools: **JIRA, Trello, Confluence**

Methodologies: **Agile and Waterfall**

Project discovery, user research, requirements gathering, project management, customer relations, and working with cross-functional teams

Education

UX / UI Bootcamp Certificate 19', The University of Texas at Austin

B.S. Electrical and Computer Engineering 15', The University of Texas at Austin

Experience

Freelance UX Designer

03/2019 - Present

Anniediep.design, Austin, TX

- Conducted user research via user interviews and surveys to understand target user's mental model, needs, and pain points.
- Identified user insights that informed the creation of user persona, user journey, storyboard, and user flow.
- User tested user flows and navigations to identify points of confusion.
- Created and delivered low, mid, and high fidelity prototypes in the form of mobile apps and responsive web apps.
- Streamlined design components to deliver a seamless product in new applications and re-branding projects.

Tech Consultant (BPM)

06/2015 - 05/2018

BP3 Global, Inc., Austin, TX

Pharmaceutical Project and Financial Services Project

- Focused on B2B work to identify user pain points.
- Streamlined proprietary UI and interactions to create a unified experience across screens.
- Reduced page load time from 4 minutes to 3 seconds with a complete redesign of an onboarding process. Design considerations revolved around grouping related data entries.
- Lead a team of 5 developers and worked with cross-functional teams to build out an exit customer functionality that allows a customer to move between applications in the onboarding process.

Labs Intern

06/2014 - 08/2014

BP3 Global, Inc., Austin, TX

- Worked alongside Lead Engineer and users to conduct user research and testing.
- Designed and developed an MVP BPM Monitoring System to monitor server health by sending notifications of bottlenecks.
- Created 2 views: a command center view and a dashboard view for a System Administrator. Parsed XML pages to retrieve performance monitoring infrastructure data on WebSphere.