

John Nguyen

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UX Experience

Keep Kids Fire Safe Foundation:

- Conducted stakeholder + user interviews to design a restructured brand and mission that catered to a diverse audience on desktop and mobile.
- Created prototype and style guide that was accessible and intuitive to navigate by iterating over multiple storyboards and wireframes. Factored in feedback from users and company representatives.

Joblify:

- Designed and hard coded a job search application for users who are looking for new career opportunities
- Interviewed 10+ users from different age groups to identify pain points, create affinity diagrams, and construct user personas. Used these to create flows and scenarios, paper wireframes, and high-fidelity prototypes.

Avocado.dude:

- Generated social media marketing material for restaurants and local businesses.

Skills

Software: Figma, Invision, Sketch, Miro, Adobe Illustrator, Adobe Photoshop, Microsoft Office Suite, Salesforce, RMS System
Soft: Visual Design, Prototyping, User Research, Journey Mapping, Usability Testing, Wireframing, Personas and Storyboards, Qualitative and Quantitative Research, Data Analysis, Retail, Transportation, Inventory Management, Fluent in Vietnamese
Programming: HTML, CSS, JavaScript, Bootstrap

Work Experience

Transportation Analyst | August 2019 – Present

[Touch of Modern](#) | San Francisco, CA

- Oversee over 100+ unique inbound and outbound customer orders daily
- Manage over 1000+ domestic and international vendors in regard to onboarding, Account Payable invoicing, and shipping inquiries
- Run daily inbound report for fulfillment center to forecast next-day headcounts from among 30+ workers
- Prepare weekly KPI reports for management to present in meetings
- Lead cross functional team members to troubleshoot and resolve issues

Distribution Analyst | March 2018 – August 2019

[Williams Sonoma Inc](#) | San Francisco, CA

- Oversaw 4 coordinators
- Developed distribution strategies and allocation plans daily from data analysis to forecast inventory for over 150+ domestic and international stores
- Owned the creation, closing and tracking of over 100+ Purchase Orders daily for multiple brands

Education

CERTIFICATE, UXUI
UC BERKELEY EXTENSION | 2020-2021

BACHELOR OF SCIENCE, MAJOR IN BUSINESS
ADMINISTRATION GENERAL BUSINESS,
MINOR IN HOSPITALITY MANAGEMENT
SAN FRANCISCO STATE | 2014-2016