Lewis Nguyen

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WORK EXPERIENCE

PCS Surface Delivery   Nov. 2018 – Present
Office Manager & IT   *Irvine, CA*
- PCS is a same-day delivery courier company with hundreds of truck drivers operating in Southern California
- As Manager, I streamlined the data entry team's paperwork entry process and improved revenue capturing efficiency from $20 million in 2020 to over $30 million USD in 2021
- Supervised and provided guidance to 8 administrators while serving as team lead administrator
- Collaborated with company web developer to overhaul our website https://www.pcssurfacedelivery.com

Lewis Nguyen UX   Sep. 2016 – Nov. 2018
Freelance User Experience Designer   *Huntington Beach, CA*
- In between full-time jobs I continued to hone my UX design craft and aimed to keep my skills up to date
- Built my own portfolio website with HTML, CSS, and JavaScript to showcase UX projects
- Actively maintain the code base and domain, and periodically update as I complete more case studies
- Visit my portfolio website at https://www.lewis-nguyen.com for more information

Kagen, Inc.   Jun. 2016 – Sep. 2016
User Experience Intern   *Irvine, CA*
- Under Kagen Atkinson's mentorship, I applied UI/UX design principles onto his fintech industry app
- Conveyed design decisions based on feedback from user surveys and market insights
- Delivered mobile app prototype revisions and utilized user feedback to inform the next 2-week design sprint

Dr. Luong Thanh Nguyen, D.C.   Jun. 2010 – Jun. 2016
Medical Billing & Coding Specialist   *Westminster, CA*
- Alongside head chiropractor, extracted accurate billable information and created medical insurance claims
- Redesigned patient documentation and client fill-out forms in Microsoft Word and PDF variants
- Maintained 6 years of physical and digital patient archives as per medical records retention and HIPAA policies
- Answered phone calls and performed maintenance on office printers, scanners, and fax machines as needed

EDUCATION

California State University, Fullerton   Jul. 2017
Certificate – User Experience and Customer-Centered Design   *Fullerton, CA*
- Conveyed usability requirements with carefully crafted user demographic segment profiles
- Collaborated with other designers in a team environment and presented wireframes and design decisions
- Led and moderated several usability studies and utilized feedback to further improve UX and UI design

SKILLS & INTERESTS

- **Design & Research software:** Adobe Creative Cloud (Photoshop, Illustrator, After Effects, Premiere Pro), Axure RP, Balsamiq, InVision, Sketch, Google Analytics, Trello, GitHub.
- **Front-end Web Development:** HTML, CSS, JavaScript, jQuery, Atom, Visual Studio Code
- **Interests:** Music production, electronic drums, video and tabletop role-playing games