

Christopher Le Nguyen

User Experience Designer & Technologist
Designing Beyond Pixels – Elevating Delight

425-686-8641

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Marries both UX and software development expertise spanning enterprise and consumer applications across mobile and desktop platforms. Owner of designs systems and experiences that impact \$1B+ manufacturing and software systems. A strong analytical technologist that will provide exceptional value and strives to boost efficiency to any team

Managing Partner - Product Design 2023-Present

Actuate Ventures

Sharp focus on identifying promising opportunities and driving innovative solutions. Plays pivotal role in the studio's success, ensuring ventures are strategically positioned for long-term growth, capital raising and market disruption across all managed portfolio companies.

- Lead design and structure of synergistic applications creating \$100k in savings
- Built out and onboarded 10 team members in 2 months
- Created an aerospace accelerator targeting a 25 company cohort with \$500k prizes
- Developed large network of fractional experts to deploy across portfolio companies
- Raising a fund targeting pre-seed to seed companies with a \$25m offering

Sr. UX Designer & Technologist 2022-2023

Blue Origin

UX design system owner for all internally developed software. Developed new accessibility standards for space and air system. Led AI driven projects for user help, documentation, and chatbots. Designed for space destinations, lunar rover, automation at scale.

- Drove adoption of the design system across 50+ application
- Skyrocketed user satisfaction of a critical product in first year from 28 to 63%
- Reduced development labor hours per sprint per product by 20 hours
- Sped up engineer onboarding through user help and UX writing standards, 2 weeks down to 2 days

Sr. UX/UI Engineer 2020-2022

RoundGlass

Built an expansive social media platform. Direct point of contact with business leaders on critical features. Controlled design system and engineering standards. Pushed forward new accessibility standards and inclusive design. Shaped the organization's main product

- Oversaw offshore front end engineers as tech lead, headcount 14
- Drastic speed up of primary product, 95% app load speed up
- Improved satisfaction with clients such as Cornell by 50%
- Placed several product application sites in keyword searching rank in 1st place
- Delivered well-being recipe app with in-house professional chef, cooked over 100 recipes

UX Designer/Web Developer 2013-2020

Edifecs/RoundGlass

Design, develop, implement web solutions. Engage with product owners across multiple business units. Managed offshore dev team to accomplish tight deadlines. Carry designs and development start to finish. Technical owner of corporate website.

- Launched and operated marketing automation, 100+ campaign
- Reduced common IT tickets by improved intranet design and documentation by 80%
- Created an employee portal reducing HR resources allocated to simple tasks, 75%
- Brought corporate website up to wcag 2.1 AA accessibility standards and sped up by 50%

Primary skills

Product design
Wireframing
UI Development
Accessibility

UX

Design systems
Personas
Prototyping
User research

Development

HTML/CSS/JS
Angular/React
PHP, node, python
Aria, WebAIM, WCAG

Platforms

Salesforce
Tableau
Wordpress
Marketo, Hubspot
Sharepoint

Tools

Figma
Illustrator, Photoshop
Pen and paper

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Freelance projects

A sample of projects accomplished in design and technology

Research and design consultant 2020

Honor Bariatric clinic

Onboarded patients that require complex intake and management. Mapped end to end the user journey of a patients and provided new digital experiences to drastically simplify the new and existing patient experience.

- Reduced new patient onboarding bounce rate over 20%
- Mapped complex workflow of 12+ persona
- Attributed over 1000lb of weight loss

Design consultant 2018

Real Benefits HR management

HR firm specializing in benefits for high risk industries and companies with special regulations or compliance needs. Designed out an entire HR application suite and custom CRM for the clients.

- Used by over 50,000 networked employee
- Designed workflows, architecture, and portal that can serve 100s of thousands
- Helped improved the lives of 1000s that otherwise wouldn't receive benefits

Designer and Developer 2017

Amplify Influencer marketing

Marketing agency handling highly regulated clients email campaigns, and automation. Designed and built the main site, and interfaced with developers on automation through Marketo marketing platform.

- Designed site and optimized onboarding of new influencers from days to hour
- Created a system to organize and maintain the designs of 100s of email template
- Simplified existing automations providing improvements in sales ROI of 10%

UX Designer 2016

D2020 marketing automation

Marketo automation and specialized connector services for small and large organizations. Designed complex workflows that oversaw large sequences of automations while reducing go-to-market times.

- Cut down on unneeded marketing services, increase ROI by up to 80%
- Built onboarding flows that improved conversion rates as high as 5%
- Reduced campaign launch time from 1 week to 1 day

Education

HCDE Human computer design & interaction 2012

University of Washington