

## Christopher Nguyen

User Experience Designer & Technologist

Designing Beyond Pixels – Elevating Delight

425-686-8641

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Diverse UX and software technology expertise spanning enterprise and consumer applications across mobile and desktop platforms. Owner of designs systems and experiences that impact \$1B+ manufacturing and software systems. Capabilities include:

Empathy	Design systems	Persona creation
User research & analytics	Conversational design	User help & documentation

### 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 hour
- Sped up engineer onboarding through user help and UX writing standards, 2 weeks down to 2 days

#### Primary skills

Product design  
Wireframing  
UI Development  
Accessibility

#### UX

Design systems  
Personas  
Prototyping  
User research

### 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

#### Development

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

#### Platforms

Salesforce  
Tableau  
Wordpress  
Marketo, Hubspot  
Sharepoint

### 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%

#### Tools

Figma  
Illustrator, Photoshop  
Pen and paper

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### Freelance projects

#### Research and design consultant 2020

##### 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

##### HR Benefits 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

##### 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%

### Education

#### HCDE Human computer interaction 2012

University of Washington