

# Christopher Le Nguyen

User-centric product leader pivoting from design into dedicated UX research roles. Twelve years translating complex technical problems into human-centered insights and solutions.

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## Skills & Expertise

- Generative & evaluative studies - Interview & field research - Survey design & analysis
- Diary & longitudinal studies - Usability testing (remote & in-person) - JTBD & personas
- Heuristic evaluation - Data analytics & instrumentation - A/B & multivariate testing
- Stakeholder workshops & journey mapping - Insight synthesis & storytelling

## Professional Experience

### Lead Product Designer

#### Actuate Ventures

Nov 2023 - Present

Startup studio backing deep-tech and climate-tech companies

- Planned and executed end-to-end research for six portfolio startups, interviewing 70+ target users and buyers; insights shaped MVP scope and de-risked \$8 M in engineering spend
- Led customer-discovery sprints that surfaced a high-value pain point, directly influencing a \$2.1 M enterprise contract within four months of founding
- Designed and validated new onboarding flows, cutting time-to-first-value from 22 min to 14 min (-36%) and lowering first-month support tickets by 42%
- Ran usability tests on diagnostic dashboards; improvements boosted task success from 68% to 92% and raised CSAT on pilot customers from 4.1 to 5.3 / 7 (+29%)
- Built scalable research repository in Notion and Dovetail, accelerating insight retrieval for product teams and mentors

### Senior UX Designer - Design Systems

#### Blue Origin

Jan 2022 - Nov 2023

Led enterprise-wide intelligent design systems for mission-critical space technology applications

- Embedded with mission-operations teams to observe astronauts-in-training; field studies revealed 15 high-severity pain points and informed design system tokens used across 50+ apps
- Partnered with data science to log interaction telemetry; correlation analysis guided interface updates that reduced on-console errors by up to \$250 k each occurrence
- Facilitated participatory design workshops with pilots and ground crew, yielding 120 actionable usability findings and shortening release cycles by one sprint per quarter

### Senior UX/UI Engineer

#### RoundGlass

Jan 2020 - Jan 2022

Research, designed, built solutions for wellbeing industries

- Orchestrated mixed-method research on digital wellness journeys; synthesized over 1,400 survey responses and 30 diary studies into three core personas now embedded in roadmap
- Iterative usability testing cut page-load abandonment by 25% and increased daily active use by 18%
- Championed quantitative UX metrics (HEART framework) that now inform executive quarterly goals

### UX Designer/Web Developer

#### Edifecs

Jan 2013 - Jan 2020

Healthcare insurance EDI platform (ICD-10); insights drove redesign that trimmed claim-processing clicks by 42% and saved an estimated 240 labor-hours per month; lead development; grew from junior to senior, evangelized for research in and design maturity

## Education

### University of Washington

#### B.S. in Human Centered Design & Engineering - HCI

User-centered design, UX research, and designing accessible, by blending engineering and design thinking

## Consulting Highlights

### UX Research and Design Consultant

Honor Bariatric Clinic

Feb 2020 - June 2020

Enhanced patient digital experience, resulting in a 20% reduction in onboarding bounce rate. Applied user-centered design principles and developed detailed personas, leading to improved patient engagement and better management of health outcomes

### Product Designer

Real Benefits HR

Mar 2018 - Jan 2019

Designed a comprehensive HR application suite for high-risk industries, supporting 50,000+ networked employees. Created a scalable custom CRM, significantly improving benefits access for thousands of employees in regulated environments

### Design Technologist & Strategist

D2020

June 2016 - Nov 2021

Designed complex workflows for Marketo automation services, reducing campaign times from one week to one day. Increased marketing ROI by 80% through strategic UX optimizations and automation flow development.

## Additional Experience & Initiatives

Space tech investor

Active investor in space-tech companies, with contributions exceeding \$3 million in due diligence and venture investments focusing on drones, power systems, climate solutions, and smart cities

Vietnamese Founders & Funders Non-Profit

Launching Vietnamese founders & funders 2025 chapter in Seattle to build and support new entrepreneurial venture scale support for the Vietnamese community

Innovation Hub

Organizer for Incubator and Accelerator Hubs, fostering community growth in the deep tech and space tech sectors

## Public Speaking, Community Engagement & Awards

Innovation Hubs

Organizer for Incubator and Accelerator Hubs 2024, fostering community growth in the AI, deep-tech and space-tech sectors

Samsung UX Talk

UX for Space Technologies, addressing the intersection of novel design patterns, accessibility and space-tech

Climate Tech Panel

Organized a Climate Tech panel at 9zero Climate Innovation hub with founders changing the climate and energy landscape

W3C Contribution

Contributed to WCAG accessibility guidelines & considerations for folding screen display specifications

## Affiliations

- Space Foundation: Partner on curriculum, human experience development
- AstroAccess: Supporter for accessibility of Space travel and technologies
- Future Council: Deep Tech Innovators network
- W3C/WHATWG: Member subscribed to accessibility focused channels