

Christopher Nguyen

Senior User Experience Designer

Designing Beyond Pixels – Elevating Delight

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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
Analytics	Conversational design	User help & documentation

Sr. UX Designer & Technologist 2022-2023

BlueOrigin

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+ applications
- 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

Primary skills

Product design
Wireframing
UI Development
Accessibility

UX

Design systems
Personas
Accessibility
Detailed 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
- 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

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+ campaigns
- Reduced common IT tickets by improved intranet design and documentation by 80%
- Created an employee portal reducing HR resources allocated to simple tasks, 75%

Tools

Figma
Illustrator/Photoshop
Pen and Paper

Freelance

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+ personas
- 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 employees
- 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 hours
- Created a system to organize and maintain the designs of 100s of email templates
- Simplified existing automations providing improvements in sales ROI of 10%

Education

HCDE Human computer interaction 2012

University of Washington

Accolades

VR Hackathon Best technical achievement

Social media logo for Lt. Gov Brad Owen

SIGDOC'11 article "Designing a system to create a community"