

Christopher Le Nguyen

Experience Designer, Technologist, Entrepreneur
For the advancement of humanity

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Innovative Product Leader, UX Designer, and community builder with a strong background in space innovation and entrepreneurship, eager to leverage expertise in technology and design to drive user experience advancements in a dynamic Product or UX role.

Professional Experience

Actuate Ventures

Nov 2023-Present

Product Design Leader - Partner

Leading strategic product development and operational optimization, driving innovative solutions and substantial growth for portfolio companies.

- Directed the design and deployment of AI-enhanced, cross-functional applications on AWS, achieving a 30% reduction in operational costs and a 25% increase in efficiency in the aerospace sector.
- Established an aerospace accelerator, nurturing innovation in aerospace technology and among startups using technologies like Meta VR, Apple Vision Pro, Amazon Kuiper.
- Instrumental in the fund-raising process for a \$25 million seed funding round, crafting impactful pitch decks and investor materials that increased investment interest by 50% and facilitated strategic partnerships.

Blue Origin

Jan 2022 - Nov 2023

Senior UX Designer

Oversaw the UX design system for internal software, enhancing accessibility and AI integration for space and air systems, significantly improving user engagement and efficiency.

- Owned the UX design system for all internal software, enhancing accessibility and automation across space systems in over 50+ applications.
- Increased user satisfaction by 35% and reduced development time by optimizing UX processes and integrating AI-driven support tools.
- Managed development of React components and documentation in production

RoundGlass

2020-2022

Senior UX/UI Engineer

Directed UX/UI initiatives and led a team of engineers to enhance product performance and user satisfaction through innovative design and technology solutions.

- Led design and frontend development for a major social media platform, enhancing accessibility and achieving a 95% improvement in app load speed.
- Managed a team of 14 offshore front-end engineers, ensuring high-quality product delivery and alignment with business objectives.
- Collaborated closely with business leaders to integrate critical features into platforms, enhancing user interfaces and workflows for optimal user experience

Edifecs/RoundGlass

Jan 2013 - Jan 2020

UX Designer/Web Developer

Managed and executed end-to-end web solutions, focusing on improving user experience and operational efficiency across multiple platforms and business units

- Managed web solutions from concept through development, focusing on user experience improvements and technical enhancements.
- Reduced IT support tickets by 80% by redesigning the corporate intranet and significantly improved the employee digital experience.
- Technically led corporate website enhancements, achieving WCAG 2.1 AA accessibility standards and improving site performance and user accessibility

Education

University of Washington
2012

B.Sc. in Human Centered Design & Engineering

| Skills | UX | Development | Platforms | Tools |
|--------------------|----------------|------------------|----------------|---------------|
| Product design | Design systems | HTML/CSS/JS | Salesforce | Figma |
| Wireframing | Personas | Angular/React | Tableau | Illustrator |
| UI Development | Prototyping | PHP, node, | Wordpress | Photoshop |
| Accessibility | User research | python, AI, GPT, | Marketo, AWS, | Pen and paper |
| Community building | | WCAG 2.1 | Azure, Hubspot | |
| | | | Sharepoint | |

Projects

Honor Bariatric clinic
Feb 2020 - June 2020

Research and design consultant

At Honor Bariatric Clinic, I focused on enhancing the digital experience for patients through comprehensive user research and design. I successfully mapped the end-to-end user journey, significantly simplifying both new and existing patient interactions with the digital platform. My efforts led to a 20% reduction in the new patient onboarding bounce rate. By integrating UX design principles, persona development, and user-centered design, I improved overall patient management and experience, contributing to over 1000 pounds of weight loss attributed to better patient engagement and support.

Real Benefits
HR management
Mar 2018 - Jan 2019

Design consultant

For Real Benefits HR Management, a firm specializing in high-risk industries, I designed a complete HR application suite and a custom CRM tailored to specific compliance needs. My role involved extensive workflow and architecture design, supporting over 50,000 networked employees. The systems I developed are scalable, serving hundreds of thousands of users, and have significantly improved access to benefits for thousands of employees, showcasing my skills in UX/UI design, system architecture, and stakeholder engagement.

Amplify Influencer marketing
Oct 2017 - Dec 2020

Designer and Developer

At Amplify, an agency specializing in regulated industries, I led the design and development of the main website and streamlined influencer onboarding processes. I reduced the onboarding time from days to hours and organized the design maintenance for hundreds of email templates. My work supported automation enhancements through the Marketo platform, improving sales ROI by 10%. This project highlights my expertise in UX design, email marketing optimization, and CRM system integration within highly regulated environments.

D2020
Marketing automation
June 2016 - Nov 2021

UX Designer

With D2020 Marketing Automation, I designed and implemented complex workflows for Marketo automation services that significantly reduced go-to-market times and increased marketing ROI by up to 80%. I optimized onboarding flows that improved conversion rates as high as 5%, and reduced campaign launch times from one week to one day. My contributions demonstrate my ability to handle large sequences of automations, enhancing overall marketing effectiveness through strategic UX design and workflow optimization.

Affiliation, Community, Entrepreneurship

- Space Foundation partner
- Future Council - Deep tech innovators
- Venture investments and due diligence (Drones, power, climate, smart cities)
- AV incubator and accelerator 2024