Christopher Nguyen

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Education

University of Technology, Sydney

2010 - 2014

- Bachelor of Business
- Bachelor of Science in I.T.   (Dual)

Training

- Nielsen Norman Usability Week 2015
- UX Australia 2016
- A11y TO Camp 2017
- Web Unleashed 2018

Research Experience

Senior UX Designer @ Manulife

November 2021 - Present

Modernizing a legacy internal tool for advisor compensation.

- Co-creation with SMEs in a complex domain
- UX Design (Axure), working with tight timelines and a distributed team

UX Researcher @ CIBC

March 2020 - October 2021

Leading research for digital projects and presenting to stakeholders (including at program level)

- Leading generative and evaulative research (including mixed methods)
- Proactively collaborating with cross-functional team to identify research needs

Product Designer @ Rossul

Jan 2019 - Feb 2020

UX/UI Design/Research in a fast-paced B2B agency environment.

- Stakeholder Interviews, Usability Testing and Heuristic/Accessibility Evaluation

UX Designer @ Aytra

Jun 2017 - Dec 2018

Complex, B2B SaaS application for cloud service providers and I.T. companies/departments.

- Generative research utilising subject matter experts and secondary research

UX Researcher @ Service Seeking

Feb 2014 - Feb 2016

Services marketplace (B2C and B2B; Omnichannel, Agile).

- End-to-end user research of all types (e.g. interviews, usability testing, Google Analytics, funnels, etc.), including doing own recruitment.
- Facilitated ideation workshops/design studios