



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

Work Experience

UX Researcher @ CIBC

March 2020 - Present

Large, enterprise environment, servicing digital projects across the bank.

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

Product Designer @ ROSSUL

Jan 2019 - Feb 2020

UX/UI Design/Research in a B2B agency environment.

- Stakeholder Interviews, Usability Testing and Heuristic/Accessibility (WCAG) Evaluation
- Responsive UX/UI design using Google Material design system (Sketch/Invision, XD)

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
- Prototyping, co-creation, UX/UI Design (Sketch/Invision)

UX Researcher @ Service Seeking

Feb 2014 - Feb 2016

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

- End-to-end user research of all types (generative/evaluative, qual/quant)
- Facilitated ideation workshops/design studios