

# Christopher Nguyen

**Mobile:** 0421 562 185

**Email:** christopher.hoanglinh.nguyen@gmail.com

---

## Work Experience

### **Service Seeking - UX Assistant, UX Researcher**

*February 2014 - January 2016*

Establishing a UX presence in the organisation and operating as a team of one (headcount has since risen to three) to advocate for user needs.

#### **Role**

- Conducted regular usability testing (both moderated and unmoderated)
- Planned and conducted generative research (surveys, interviews)
- Analysed and synthesised research (affinity mapping, storyboarding scenarios, personas)
- Facilitated ideation workshops/design studios
- Shared insights with the rest of the team
- Prototyped designs/flows (sketches, Axure prototypes) to be tested

## Volunteer Experience

### **Open IDEO**

*February 2016 - Present*

Using design thinking to design a market based approach to expand water and sanitation solutions among low income households in India.

#### **Role**

- Conducting subject matter research
- Directing and participating in an ideation workshop

### **Interaction Design Association (IxDA) - Website Volunteer (Planning Team)**

*April 2015 - Present*

Creating a website for the IxDA Sydney Chapter, which has been primarily operating through Meetup.com. The Planning Team is responsible for conducting research and eliciting requirements.

#### **Role**

- Conducting an intercept study
- Interviewing IxDA members
- Writing a recruitment survey and analysing the results to identify any early groupings (to inform the interview questions)

### **Scouts Australia, Interaction Design Association (IxDA) - Pro Bono Project Volunteer**

*May 2014 – September 2014*

Redesigning the website for one of Scouts Australia's annual events (Dragonskin).

**Role**

- Conducted stakeholder interviews
- Affinity mapped the findings to identify themes

**UTS Peer Network**

*July 2011 – August 2013*

Assisting with the university's orientation program while providing support and creating a welcoming environment for new students

**Role**

- Shared knowledge with fellow volunteers and students who needed help
- Empathised and build rapport with new students
- Made suggestions to the university based on common issues/questions from new students
- Led tours
- Facilitated workshops
- Staffed the help desk
- Mingled with new students at events

## Education

**Formal Education**

- University of Technology, Sydney
  - Bachelor of Business Bachelor of Science in Information Technology (2010 – present)
    - **GPA: 2.84 (72.69%)**

**Training**

- UX Australia Redux 2015
- Nielsen Norman Usability Week 2015
  - The One-Person UX Team Toolbox
  - The Human Mind and Usability
- UX Australia Redux 2014

## Extra Curricular Activities

**Sydney Startup Weekend 2014**

*November 2014*

Launch a startup in 72 hours, including business model creation, coding, designing, and market validation.

**Role**

- Conducted guerilla user research
- Created a persona and storyboard based on the findings
- Helped validate the minimum viable product using the concierge method
- Gave input into product decisions and framed discussion in terms of the user

**Enabled By Designathon**

*July 2014*

A two day innovation lab with a focus on accessibility and universal design. The weekend followed an IDEO-style design thinking process. We ended up continuing the project after the weekend, although it IS now defunct.

**Role**

- Had input in research and ideation
- Storyboarded a scenario/use case of the prototype for the presentation
- Designed a logo
- Conducted competitor and subject matter research
- Attempted to tap into different networks to find visually impaired people to speak to (TEConnect, Vision Australia, optometrists, Facebook, etc.)
- Designed and sent out a survey to members of the visually impaired community