

CONTACT

 phuong.pena@gmail.com

 [LinkedIn](#)

 512.560.1432

 Austin, TX | Or Remote

SKILLS

UI/UX Design, Wireframing, Mockups, Prototyping, User Research, User Testing, Project Management, Mentoring, HTML, CSS, XML, SQL, PowerShell, Website design, Adaptive, Relationship Building, Stakeholder Management, Data Analytics, Video Animation, Voiceovers

TOOLS

Microsoft: Excel, PowerPoint, OneNote, Word, Visio, Azure Dev Ops, SharePoint, Project Online

Adobe: Creative Cloud, XD, Captivate, Connect, Photoshop

Other: Balsamiq, Figma, Jira, Confluence, Marvel, Sketch, Snagit, WordPress

CERTIFICATIONS

UX Experience Design

CareerFoundry | Austin, TX, Sept 2022-Current

Project Management

(PMP) Project Management Institute | Austin, TX
PMP® #1775794
Dec 2014-Dec 2023

EDUCATION

BS in Advertising

University of Texas at Austin

UX/UI Designer with a background in advertising, information technology and project management. Experienced in stakeholder management, administering different applications, learning new technology, eLearning, training, collecting requirements, defining user stories, running projects, communicating, and collaborating with cross functional teams. Skilled at optimizing work processes and working with IT resources.

UX/UI PROJECTS

PlutoPay, Financial App

Nov 2022 – Current

CareerFoundry [Case Study](#)

Austin, TX

- Applied the user-centered design process and mobile-first approach to create a responsive web digital wallet app
- Defined user needs and goals through user interviews and surveys, developed personas, customer journey maps, task analysis and user flows
- Engaged in information architecture, collected, and analyzed quantitative data through card sort sorting, and created an intuitive site map
- Designed high-fidelity mockups, an interactive prototype, and a style guide through various rounds of usability and preference tests.

Speakcabulary, Vocabulary Learning App

Sept 2022 – Oct 2022

CareerFoundry Case Study

Austin, TX

- Created a flashcard-style vocabulary learning app following a user-centered design process
- Conducted exploratory research including competitive analysis, user interviews, and surveys to gather data and develop personas, task analysis, and user flows
- Created sketched wireframes and prototype, conducted usability tests, usability reporting, and made applicable updates and revisions

WORK EXPERIENCE

Sr. IT and Educational Project Manager

May 2019 – Current

City of Austin (COA) – Communications Management & Technology

Austin, TX

COA – Austin Water (AW) | Info. Technology Division

Austin, TX

- Implemented and configured Azure Dev Ops as a project tracking tool to use in Scrum meetings, built dashboards to show progress to executive management for the Advanced Metering Infrastructure (AMI) project where I managed the IT efforts
- Managed and lead cross-functional teams to complete over 11 integrations within AMI Project and implemented 2 new systems (WaterSmart – MyATX, and AclaraOne) to increase efficiency within the Water Utility - Project cost \$80 million to deploy 250k meters
- Implemented and helped configure and import data for Austin Police Department's new Learning Management System (LMS) to meet City Council's request to begin the 145th Cadet class - Project cost ~\$900k
- Managed a Cybersecurity project to deploy ~13k security endpoints for COA Departments and cutover to Prevention Mode monitoring (AW, Austin Convention Center, Communications Technology & Management (CTM) including departments they support) - Project cost ~405K

WORK EXPERIENCE CONTINUED...

- Managed a Cybersecurity project for Public Safety (PS) to prepare for Incident Response (IR) and to create transparency to PS Partners to get a cybersecurity baseline, fix deficiency issues through assessments/findings, build an IR Plan, develop IR playbooks to improve cybersecurity - Project cost ~300k
- Conducted process improvement on Information Tech. Asset Management tracking and migrated data to Jira from an Excel spreadsheet so that assets can be tracked in system and ability to see system dependencies through the Insights module

Sr. IT Business Systems Analyst

City of Austin – Austin Water | Info. Technology Division

Nov 2013 – May 2019

Austin, TX

- Administered multiple applications (2-Infor Systems, HumRis, Adobe Connect, Captivate, GraniteNet) and supported operations by troubleshooting issues that occurred within the systems
- Collected business requirements and wrote user stories to understand the business needs to improve business processes or act as a liaison w/ developer
- Created wireframes and mockups for an asset management mobile project so that field technicians could track work in the field
- Developed and implemented eLearning content, online training courses, created and edited voiceovers, training videos and animated presentations, and provided technical training to users for Austin Water departments
- Created reports in Cognos so that business units could track their work and pulled data using SQL from backend databases to provide data to units and/or import into systems
- Led/coordinated cross-functional teams involved in project development / implementation from inception to completion for the Hansen to Infor Public Sector and GraniteNet upgrade for Pipeline Operations, Interacted Voice Response system for the Consumer Services Division, Mobile App project for Water Meter Operations
- Created test scripts and conducted user testing to ensure that there were no bugs or latencies in systems

Business Systems Analyst - Lead

Seton Family Hospital

Feb 2008 – Nov 2013

Austin, TX

- Administered and supported operations on a team of 6 to support 6,000 users for workload management, staffing scheduling and patient classification called OptiLink for hospital units throughout ~9 hospitals
- Created technical documentation, training material, and exams to train hospital staff to use OptiLink to manage staffs' patient workload and scheduling, while also tracking and administering data in an LMS system
- Collected business requirements to improve business processes and/or effectively configure each unit's matrices to allow for proper workload assignments and staffing needs
- Analyzed data to create and send monthly financial scorecards to each specialty area, measuring their metrics against their key performance indicators and updated the system configuration to help meet the organization's goals
- Maintained team's website to ensure that it had all the necessary information for our customers to get the most up to date information