

# Hannah Vy Nguyen

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## // OBJECTIVE

Seeking **Product Design, UI/UX Design, Frontend Development Internship** for **Summer 2021** to combine both artistic and technical skills to create meaningful experiences for users.

## // EDUCATION

**Florida International University**, Miami, FL 2020-2023  
**Bachelor of Arts, Computer Science; Minor in Psychology** GPA: 4.0  
**Relevant Coursework:** Computer Science I & II, Technical Writing, Discrete Structures, Computational Thinking

**Cornell University**, Remote 2020-2021  
**User Experience Design Certificate**  
**Relevant Coursework:** Human-Centered Design Essentials, Effective User Research, Creating User Personas, Developing a UX Design Concept, Prototyping and UX Feedback, Evaluating Usability

## // PROFESSIONAL EXPERIENCE

**Freelance**, Philadelphia, PA Jan 2020 – present  
**Freelance Designer**

- Created **20+** illustrations, graphics, and other marketing tools for non-profits through VolunteerMatch
- Complete paid commissions for customers through e-platforms such as Fiverr and social media

**SAP**, Newtown Square, PA Jun 2019 – Aug 2019  
**Mission-Critical Support Intern**

- Designed and implemented decision tree applet to guide escalation managers during client service outages
- Collected **Excel** data of service run-times and generated **50+ visualizations** to identify root causes of issues
- Wrote concise documentation on how to use SAP Customer Support System, published for future employee use

**SAP**, Newtown Square, PA Jun 2018 – Aug 2018  
**Software Development Intern**

- Designed and developed stock price predictive analysis dashboard using **HTML, CSS, JavaScript** on **SAP UI5**
- Implemented Intrinio API in **R** to generate historical data for machine learning model
- Led 5-day high school computer science orientation, **teaching 15 nationally-selected students** how to code Amazon Alexa project using **AWS Lambda** and **SAP HANA**

## // PROJECTS

**Zoom Redesign:** designed features to streamline better streamline communication, such as pinned files, chat questions

**ViewerMap Twitch Extension:** interactive map to increase sense of community, 2nd Place Winner

**No Phish Chrome Extension:** anti-phishing extension which parses e-mail information, detecting potential threats

## // SKILLS

**Design:** Adobe XD, Adobe Photoshop, Adobe Illustrator, Figma, Balsamiq

**Technical:** HTML, CSS, JavaScript, Java, Python, R

## // ACTIVITIES

**Rewriting the Code**, Undergraduate Fellowship 2020-21, Peer Mentor 2020 – present

**Smithsonian Institute**, Volunteer Digital Transcriptionist 2020 – present

**1,000 Dreams Fund**, Student Advisory Board Member 2019 – 2020

**Tech Girlz Non-Profit**, Instructor Assistant 2019 – 2020

## // HONORS + AWARDS

**RevPart STEM Scholarship** Mar 2020

**SAP Employee Recognition Award** Jul 2019

**Scholastic Art and Writing Awards, Gold Keys** Feb 2016 – Feb 2018