

Hai-Dao Le-Nguyen

PORTFOLIO

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EMAIL

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PHONE

416-988-1165

- User researcher with strong UX design background
- Skills: Interviews, surveys, usability testing, customer journey maps, personas, mockups, mi-fi prototypes

EXPERIENCE

RBC — Design Researcher Intern

TORONTO, ON | JANUARY - APRIL 2021

- Worked with product team to design, execute, disseminate research and managed usability testing end to end which led to key changes in a customer-facing product
- Proposed and led mixed-method exploratory research project on online installment payments using surveys, unmoderated experiments, moderated interviews and stakeholder interviews

University of Toronto Innovation Hub — Data Analysis Researcher

TORONTO, ON | SEPTEMBER 2020 - FEBRUARY 2021

- Conducted focus group interviews, usability testing on behalf of the Office of the Vice Provost for first university-wide study of student perceptions of academic integrity
- Created qualitative report and needs assessment for key stakeholders to identify opportunities for improvement and inform future communication strategy on student-centred academic integrity

University of Toronto — Research Assistant

REMOTE | SEPTEMBER 2019 - AUGUST 2020

- Analyzed data from nationwide survey on social networks and mobile communication patterns using Python and R as part of NSERC funded project

Dovetailed UX — UX Intern

CAMBRIDGE, UK | MAY 2018 - AUGUST 2018

- Conducted exploratory study using field interviews, diary study, participatory design which led to key design recommendations for flagship software used worldwide
- Assisted in creating customer journey maps, mockups, and mi-fi prototypes

EDUCATION

University of Toronto — Master of Information

SEPTEMBER 2020 - APRIL 2022

- Specializing in User Experience Design (UXD)
- Relevant courses: Usability Assessment, Information Architecture, Research Methods, Accessibility and Inclusive Design, Fundamentals of User Experience

University of Waterloo — BA Honours Philosophy

SEPTEMBER 2014 - APRIL 2019

- Awarded Silver Medal Undergraduate Essay Prize 2019 ("Reframing 'functioning': the neurodiversity paradigm and *doulia*")
- Nominated for Department Essay Prize 2018 ("A Harm Reduction Approach to Algorithms")