

# Hai-Dao Le-Nguyen

## EMAIL

haidaolenguyen@gmail.com

## PHONE

(416) 988-1165

- Experience working in customer service and technology roles
  - Strong communicator with enthusiasm and drive
  - Proficient in MS Office and GSuite
  - Fluent in English and Vietnamese
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## EXPERIENCE

### Dovetailed UX— UX Intern

CAMBRIDGE, UK | MAY 2018 - AUGUST 2018

- Designed and conducted exploratory study for a major tech company using field interviews, diary study, and participatory design
- Wrote research protocols, recruited participants, and conducted remote user testing for 4 companies
- Analyzed and synthesized qualitative research insights into reports and presentations which contributed to client strategy and product direction

### Humans of UWaterloo — Story Editor and Interviewer

WATERLOO, ON | JANUARY 2017 - APRIL 2019

- Recruited 20 participants and conducted interviews about sensitive and vulnerable topics with compassion and tact
- Published stories on Facebook and Instagram pages with over 12,000 followers collectively with posts averaging over 100 likes each

### Influence Marketing — Retail Food Demonstrator

WATERLOO, ON | FEBRUARY 2016 - JULY 2017

- Engaged customers with strong interpersonal and presentation skills, producing strong sales numbers and brand awareness
- Demonstrated self-starter skills by managing booth construction and deconstruction, becoming acquainted with new product lines weekly
- Submitted online paperwork weekly, assisting with inventory tracking and marketing information

### UWaterloo Catering — Team Member

WATERLOO, ON | FEBRUARY 2015 - JULY 2017

- Worked in a fast paced environment without sacrificing quality under pressure
- Collaborated with team members to respond to client needs and ensure customer satisfaction

## EDUCATION

### University of Waterloo — BA Honours Philosophy

SEPTEMBER 2014 - APRIL 2019

- Nominated for Undergraduate Essay Prize ("A Harm Reduction Approach to Algorithms")