Hai-Dao Le-Nguyen

PORTFOLIO
hdlenguyen.github.io

EMAIL
haidaolenguyen@gmail.com

- **Experience in UX research and design roles**
- **Strong communicator with enthusiasm and drive**
- **Adaptable problem solver with a passion for people and technology**

EDUCATION

University of Toronto — Master of Information
SEPTEMBER 2020 - APRIL 2022

- Specializing in User Experience Design (UXD)
- Relevant courses: Fundamentals of User Experience, User-Centred Information Systems Development, Information Architecture, Research Methods

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")

EXPERIENCE

University of Toronto Innovation Hub — Data Analysis Researcher
TORONTO, ON | SEPTEMBER 2020 - PRESENT

- Gathering data about student perceptions of academic integrity in order to create a report and needs assessment to inform future communications using semi-structured interviews, focus groups, remote usability testing and qualitative coding
- Creating a communications campaign about academic integrity in e-learning with Student Life Communications to distribute to over 90 000 students

University of Toronto — Research Assistant
REMOTE | SEPTEMBER 2019 - AUGUST 2020

- Cleaned and analyzed data from nationwide survey on social networks and mobile communication patterns using Python and R

Dovetailed UX — UX Intern
CAMBRIDGE, UK | MAY 2018 - AUGUST 2018

- 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
- Produced wireframes and prototypes for mobile and web applications for 4 companies

Humans of UWaterloo — Story Editor and Interviewer
WATERLOO, ON | JANUARY 2017 - APRIL 2019

- Recruited 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