

## Education

### California Polytechnic State University, San Luis Obispo

Bachelor of Science in Business Administration, Information Systems | GPA: 3.9

Expected graduation: December 2021 | CCC Scholarship

Relevant coursework: UX Design, Web Publishing, System Analysis & Design, Project Management

## Experience

### UX Designer

Develop For Good

July 2021 – Present

- Participate in weekly meetings with MORTAR, a non-profit learning platform for marginalized entrepreneurs
- Help transform a 326-page physical book into an online Learning Management System, supporting learners on market testing, business laws, and the start-up process
- Work with a team of 12 to conduct research, produce low and hi-fi prototypes (Figma), and 3 rounds of user testing

### Tech Advisory Intern

KPMG

June 2021 – Present

- Provide high-quality services for Fortune-500 clients to mitigate and manage technology risk
- Perform analytical reviews and conduct research to guide engagement's direction

### Multidisciplinary Intern

April Six

January – June 2021

- Worked with Amazon Web Services' design system to strategize and prototype a landing page (Adobe XD)
- Partnered with Strategy and Account Managers to turn broad, conceptual ideas into opportunities for B2B SaaS companies
- Conducted user journey diagramming and digital audits for AWS's Get Started experience

### UI/UX Designer

Poly Ride (Project)

April – June 2021

- Took a user-centered approach to solve the ride share problem of safety, convenience, and efficiency at Cal Poly
- Set up a visual design system with multi-variant components and prototyped a mobile application (Figma)
- Conducted primary survey on 30 participants, secondary research, and multiple testing rounds to iterate product design

### System Designer

Louisa's Place (Project)

January – June 2021

- Managed a group of 4 to implement an online ordering system and increase customer traffic during COVID-19
- Designed and prototyped a website and a mobile application using Human Interface Guidelines
- Developed a complete set of 19 use cases, use case diagram, data flow diagram, and information architecture

## Skills

**UX:** User research (Google Forms, Qualtrics), ideating (Notion, Invision), use cases (LucidChart)

**UI:** Wireframe, prototype (Figma, Adobe XD, Sketch), visual design (Adobe Suite)

**Development:** HTML, CSS, JSS, Python, SQL, Java

**Language:** English, Vietnamese, Cantonese