



HUYNH NGOC DAO

UI/UX DESIGNER | PRODUCT DESIGNER & IT BUSINESS ANALYST | UX,
DESIGN SYSTEMS, WCAG

📅 17/07/1990

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📍 Ho Chi Minh City, Vietnam

👤 PROFESSIONAL SUMMARY

I work at the intersection of Product, UX, and Business Analysis, with a strong background in designing internal enterprise systems. As a Product Design – ITBA, I help turn complex business processes into simple, usable, and scalable products by combining user-centered design with structured business analysis. My work includes stakeholder interviews, user flows, wireframes, prototypes, and product requirement documents, working closely with engineering teams from discovery to delivery. I believe great products are not just visually clean, but deeply useful, efficient, and aligned with business goals.

💻 TECHNICAL SKILLS

- Agile/Scrum
- Documentation
- User Acceptance Testing
- MySQL / PostgreSQL
- Requirement Analysis
- Web Content Accessibility Guidelines (WCAG 2.2)
- Site Maps
- Responsive Web Design
- User-centered Design
- UX Research
- Design Thinking

🛠️ TOOLS & TECHNOLOGIES

- ▷ Figma
- ▷ Postman

💼 WORK EXPERIENCE

INNOCHEE JSC

Oct 2016 – Present

QC Engineer (Feb 2018 - Oct 2022)

- ▷ Design and maintain test scenarios, test cases, and test plans based on product and business requirements.
- ▷ Execute functional testing for web and mobile applications across multiple test cycles.
- ▷ Perform API testing to validate integrations and data flow between systems.
- ▷ Conduct database testing to ensure data accuracy, consistency, and integrity.
- ▷ Identify, report, and track defects, and work closely with developers to verify fixes.
- ▷ Support UAT and release validation to ensure product quality and stable delivery.

UI/UX Designer (Oct 2022 - Present)

- ▷ Create sitemaps, user flows, and wireframes to structure product experiences.
- ▷ Design UI for web and mobile applications based on product requirements.
- ▷ Contribute to building and maintaining the design system and design guidelines.

- ▷ Conduct UX research and ensure designs follow accessibility standards (WCAG 2.2).
- ▷ Build interactive prototypes to validate ideas and support stakeholder reviews.
- ▷ Work with product managers and developers to refine and improve design solutions.

Business Analyst (Sep 2023 - Present)

- ▷ Support in designing ERDs, database schemas, and system flows for internal applications.
- ▷ Create application flows, wireframes, and product designs with a strong focus on UX and usability.
- ▷ Prepare and maintain product and business documents (PRD/BRD, functional specs).
- ▷ Work with engineers to clarify requirements and learn to ensure technical feasibility.
- ▷ Participate in UAT testing and help verify that features meet business requirements.

CERTIFICATES

JLPT N3

July, 2018

Product Design

BAC - Oct, 2022

ISTQB

Brightest - April, 2025

EDUCATION

Hong Bang University International

Sep 2009 – Aug 2012

Bachelor of Tourism and Hotel Management

LANGUAGES

Japanese

Professional Working Proficiency
(Technical Reading & Writing)

English

Basic