

Joe Nguyen

EXPERIENCE

Independent Contractor — Web & App Designer / Developer

Remote | Jan '23 - Present

- Designed and developed web and mobile applications. Latest projects: [Pink Sofa Hour](#), [Bandscan](#)

Berkshire Grey — Lead UX/UI Designer & Design Technologist

Remote | Oct '21 - Jan '23

- Led the HMI design of BG's Next Generation Mobile Robotic Platform, BG Flex. Defining user requirements and creating the Next Gen Design System.
- Quickly ideated new design solutions for near- and long-term customer needs. Delivering pixel perfect mockups, prototypes with detailed workflow documentation, and production ready code.
- Design evangelist, working closely with engineers, developers and product managers to educate and advocate for best design practices.

Toast — UX Design Intern

Remote | Jun '21 - Aug '21

- Worked on the Order & Pay team, designing Toast's new mobile QR code based restaurant service product.
- Planned and executed generative user research studies, such as surveys and interviews to generate insights to guide product development.
- Collaborated with product and engineering teams to understand users, and designed intuitive experiences across responsive web and native mobile platforms.

Treehouse Techdegree — UX Design Apprentice

Remote | Jan '20 - Aug '20

- Re-designed an e-commerce site to align with new business goals, modernize the look and feel, build a stronger sense of community and increase sales.
- Executed UX and UI design process from research to prototype to create a safe and efficient Covid grocery shopping experience.
- Designed, prototyped and user tested a B2B email marketing web app to allow small business owners to easily manage online campaigns.

Selux Diagnostics — Product Design Engineer

Boston, MA | Jan '20 - Aug '20

- Redesigned the workflow of an Antibiotic Susceptibility Testing (AST) machine, increasing the output by 30% and improving user efficiency.
- Worked closely with the Microbiology and Engineering teams to determine user flows and error states for the "Instructions for Use" to support upcoming clinical trials.

Becton Dickinson Medical — Clinical / Usability Product Engineer

Andover, MA | Apr '17 - Apr '19

- Planned and conducted user testing, in the form of clinical and human factor studies, in order to evaluate user needs and device performance.

JOENGYN.COM

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EDUCATION

Treehouse Techdegree

UX Design

Jan '20 - Aug '20

General Assembly

UX Design

Oct '19

University of Massachusetts, Lowell

B.S. Mechanical Engineering

Sep '11 - Jun '16

SKILLS

DESIGN

UX / Product Design

UI / Visual Design

Responsive Design

Sketches

Wireframes

Final Mockups

Rapid Prototyping

RESEARCH

Usability Testing

User Interviews

User Surveys

Personas

A/B Testing

Diary Studies

Competitive Analysis

Moderated & Unmoderated

Quantitative & Qualitative

DESIGN TOOLS

Figma

Adobe XD

Wix Studio / Squarespace

Miro

DEVELOPMENT TOOLS

HTML

CSS / SCSS / Tailwind

JavaScript / TypeScript

React / Astro / SolidJS

GitHub

Vercel

PROJECT MGMT

Confluence

Jira

Monday