

Joe Nguyen

EXPERIENCE

Independent Contractor — Web & App Designer / Developer

Remote | Jan '23 - Present

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

Berkshire Grey — Lead UX/UI Designer & Design Technologist

Remote | Oct '21 - Jan '23

- Led the HMI design of the 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.

Selux Diagnostics — Product Design Engineer

Boston, MA | Jan '20 - Aug '20

- Redesigned the workflow of an Antibiotic Susceptibility Testing (AST) machine, increasing 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](#)

joe.ngyn7@gmail.com
(978) 335-8618

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