

# Joe Nguyen

## EXPERIENCE

### Berkshire Grey — Lead UX/UI Designer / Technologist

Remote | Oct '21 - Jan '23

- Lead 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 safer, more 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

- Led design change to increase machine output by 30% and improve user workflow, leading to a better end experience.
- Worked closely with the Microbiology and Engineering team 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 (e.g. task based, A/B testing, user interviews, usability testing).
- Collected and analyzed complex qualitative and quantitative data to communicate insights to stakeholders and other department team members. User advocate who understands business goals.

**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

**Capstone:** Effects of 3D  
Printed Microchannels on the  
Mechanical Properties of  
Carbon Fiber

## SKILLS

### DESIGN

UX Design  
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

### DESIGN TOOLS

Figma  
Adobe XD  
Miro

### DEVELOPMENT TOOLS

HTML  
CSS/SCSS  
JavaScript  
React  
Github

### PROJECT MGMT

Confluence  
Jira