Joe Nguyen

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

EXPERIENCE

Independent Contractor — Web & App Designer / Developer
Remote | *Jan '23 - Present*

- Designed and developed web and mobile applications. Latest projects: pinksofahour.com, couchedmedia.com, bandscan.app, info.bandscan.app

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.

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
Miro

DEVELOPMENT TOOLS
HTML
CSS / SCSS / Tailwind
JavaScript / TypeScript
React / Astro / SolidJS
GitHub
Vercel

PROJECT MGMT
Confluence
Jira
Monday