

Kaylie (Diep) Nguyen

UX Designer & Researcher

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EDUCATION

Drexel University

Philadelphia, PA

BS in User Experience & Interaction Design (5-Year Program)

Graduation Date: June 2026

- GPA: 3.95
- Minor: Psychology
- Awards: Honors Program, Dean's List, Dean's Scholarship
- Organizations: DrexelCHI, PhillyCHI, AIGA Philly (volunteer)
- Relevant coursework: Design Thinking in Product Design, Human Factors Engineering, User Interface Design, UX Design, Interaction Design, Web Design, Microinteractions, Storytelling for UX
- Publication:
'Help Me:' Examining Youth's Private Pleas for Support and the Responses Received from Peers via Instagram Direct Messages.
ACM CHI 2023 Conference on Human Factors in Computing Systems (acceptance rate 20-25%). April 19, 2023.

WORK EXPERIENCE

Sharing Excess - A nonprofit addressing the pressing issue of food insecurity in the United States.

Philadelphia, PA

UI/UX Design Intern

April 2023 – Present

- Revitalized the company's website and design system after 3 years, increasing the number of users by 30% and their positive feedback on the site by 75%
- Designed a web app that expedited the company's work process by 70% by executing user research (field studies, user interviews) and implementing participatory design (focus group, UX workshops, weekly usability testings)
- Led end-to-end UX design projects and collaborated in a cross-functional team: communicating design process to managers, wireframing and prototyping design solutions, and working with engineers to ensure high-quality implementation
- Validated the products and continued design iteration to further improve the products post launch

College of Computing & Informatics, Drexel University

Philadelphia, PA

Research Assistant

June 2022 - Present

- Collaborating with professors and PhD students on a qualitative research to conduct surveys and user interviews on teenagers' perspectives on effective peer mentoring, aiming to design a digital platform prototype solving their problems
- Coded and analyzed a dataset of over 500 Instagram conversations to study how teens exchange support, contributing 30+ codes to an existing codebook/database about types of support
- Visualized and simplified the data results in 50+ bar charts
- Published a research paper at ACM CHI 2023 conference - the premier international conference of Human-Computer Interaction (acceptance rate 20-25%)

DESIGN PROJECTS

Ramen Bar Website Redesign

Philadelphia, PA

UI/UX Designer

September - November 2021

- Incorporated user research (user persona, journey mapping, interviews) and usability testings with 6 users throughout an end-to-end project
- Applied user research results and user-centered design principles to redesign the website's Menu page and Reservations function (from mobile to desktop screens), increasing users' satisfaction and engagement by 50%

Bubbly Streaming App

Philadelphia, PA

UI & Interaction Designer

March - May 2022

- Restructured the app flow and microinteractions to fix the app's interaction design problems, which helped users perform main tasks 30% faster and more easily

SKILLS

- **UX Design:** Responsive Web Design, Mobile App Design, Wireframing, Prototyping, Information Architecture, Interaction Design
- **UX Research:** User Persona, Journey Map, Card Sorting, Usability Testing, User Interview, Surveys, Field Studies, Focus Group, UX Workshops, User Flow, App Flow, Qualitative Research, Data Analysis & Visualization
- **Software:** Figma, FigJam, Adobe Photoshop, Adobe Illustrator, Adobe After Effects
- **Programming:** HTML, CSS, JavaScript