

# Kaylie (Diep) Nguyen

A curious and empathetic UX Designer interested in designing *for* people and *with* people

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## EDUCATION

### Drexel University

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

- GPA: 3.92
- Minor: Psychology

Philadelphia, PA, USA

Graduation Date: June 2026

## WORK EXPERIENCE

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

Philadelphia, PA, USA

**UX Design Intern**

April – September 2023

- Refined the company's design system and website, **increasing website traffic by 30%** and **positive user experience by 75%**
- Designed a web app that **streamlined warehouse employees' work process by 70%** and **minimized the risk** of human error and data inaccuracy **by 75%**
- Led end-to-end UX design projects: from performing user research and participatory design, prototyping design solutions, to communicating with cross-functional teams (managers, engineers) to ensure high-quality design implementation
- Validated and iterated on designs based on user feedback and usability test results to improve the products post launch

### College of Computing & Informatics, Drexel University

Philadelphia, PA, USA

**Research Assistant**

June 2022 - Present

- Collaborated with professors and PhD students to conduct surveys and user interviews on adolescents' perspectives and experience with mental health peer mentoring
- Analyzed **600+ survey responses** and **500+ social media conversations** on Microsoft Excel using qualitative coding method
- Visualized the data results in **50+ bar graphs** and transformed them into research findings and design opportunities
- Published a research paper at ACM CHI 2023 conference - a premier international conference of Human-Computer Interaction

## DESIGN PROJECTS

### Ramen Bar Website Redesign

Philadelphia, PA, USA

**UX Designer**

September - November 2021

- Redesigned the restaurant's responsive website and developed a new branding guideline to solve the site's problems with visual design and functionality, **increasing user satisfaction by 50%**
- Performed user research and usability testings with 6 users through an end-to-end human-centered design project to assess user goals and pain points

### Bubbly Streaming App

Philadelphia, PA, USA

**UI & Interaction Designer**

March - May 2022

- Solved the app's interaction design problems to **enhance user efficiency** in performing core tasks **by 30%**, by restructuring the app flow and recreating the consumer brand experience

## SKILLS

- **UX Design:** Responsive Web Design, Mobile App Design, Wireframing, Prototyping, Information Architecture, Interaction Design, Visual Mockups, Style Guides
- **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 & Storytelling
- **Software:** Figma, Adobe Photoshop, Adobe Illustrator, Adobe After Effects

## ACTIVITIES

- Organizations: DrexelCHI, PhillyCHI (guest speaker), AIGA Philly (volunteer)
- Research 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.