

KAYLIE (DIEP) NGUYEN

Aspiring UX Designer & Researcher

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EDUCATION

Drexel University

*Pennoni Honors College
Philadelphia PA, USA*

B.S. in User Experience & Interaction Design

- Anticipated graduation: June 2026
- GPA: 3.95
- Minor: Psychology

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, User Flow, App Flow, Qualitative Research, Data Analysis & Visualization

Software

Figma; Adobe Photoshop, Illustrator, After Effects

Programming

HTML, CSS, JavaScript

PUBLICATIONS

“‘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
April 19, 2023.

EXPERIENCE

Sharing Excess | UI/UX Design Intern

Philadelphia PA, USA | April 2023 - Present

- Revitalized the company’s website and design system after 3 years, increasing the number of users by 30% and reducing users’ frustration/confusion with the site by 75%
- Executing field research on the corporate internal workflow and participatory design to develop a mobile app that streamlines and digitalizes the process
- Leading UX of the company by advocating for the importance of UX practice and proposing a professional UX plan for the business, in order to increase its level of UX maturity

College of Computing & Informatics, Drexel University

Research Assistant

Philadelphia PA, USA | June 2022 - Present

- Conducting surveys and user interviews on teenagers’ perspectives on effective peer mentoring, with the aim to design a digital platform prototype assisting them in mental health peer support
- Coded and analyzed a dataset of over 500 Instagram conversations to study how teens exchange support, contributing 30+ codes to the given codebook
- 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 (HCI)

PROJECTS

Ramen Bar Website Redesign | UI/UX Designer

- Incorporated user research and participatory design with 6 users throughout an end-to-end project
- Designed a new responsive website prototype for the restaurant, increasing users’ satisfaction by 50%
- Continuing the design iteration by constantly conducting usability testing every now and then

Bubbly Streaming App | UI/UX Designer

- Solved the app’s interaction design problems by restructuring the app flow and adding microinteractions, which helped users perform main tasks 30% faster and more easily