

Kaylie (Diep) Nguyen

UX Designer with a passion for Agile design process and qualitative user research

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EDUCATION

Drexel University

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

- GPA: 3.95
- 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

UI/UX Design Intern

April 2023 – Present

- 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 the work process of warehouse employees by 70% and minimized the risk of human error and data inaccuracy by 75%
- Led end-to-end UX design projects: from implementing user research and participatory design, prototyping design solutions, to communicating with cross-functional teams (managers, engineers) to ensure high-quality implementation
- Validated the design using customer feedback, usability findings, site analytics, and improved 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

UI/UX Designer

September - November 2021

- Redesigned the restaurant's 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 user-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
- **Programming:** HTML, CSS, JavaScript

OTHERS

- Awards: Honors Program, Dean's List, Dean's Scholarship (Drexel University)
- Organizations: DrexelCHI, PhillyCHI (volunteer), 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.