

# Kaylie (Diep) Nguyen

UX Designer & Researcher

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## EDUCATION

### Drexel University

Philadelphia, PA

BS in User Experience & Interaction Design (GPA: 3.95)

Graduation Date: June 2026

- 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, Interaction Design, Web Design
- 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 based on the updated design system after 3 years, increasing the number of users by 30% and their positive feedback on the site by 75%
- Executed user research (field studies, user interviews) on the corporate internal workflow and implementing participatory design (focus group, UX workshops, weekly usability testings) to develop a web app that streamlines and expedites the process by 70%
- Led UX of the company by fully taking control of design projects as a team of two, proposing a professional UX plan to the stakeholders, and directly working with developers to bring the design into reality.

**College of Computing & Informatics, Drexel University**

Philadelphia, PA

Research Assistant

June 2022 - Present

- Collaborating with professors and PhD students to conduct 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 (acceptance rate 20-25%)

## DESIGN PROJECTS

**Ramen Bar Website Redesign**

Philadelphia, PA

UI/UX Designer

April 2017 – Present

- 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 Menu page and Reservations function, increasing users' satisfaction and engagement by 50%

**Bubbly Streaming App**

Philadelphia, PA

UI & Interaction Designer

March 2019 – May 2019

- 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, User Flow, App Flow, Qualitative Research, Data Analysis & Visualization
- **Software:** Figma, FigJam, Adobe Photoshop, Adobe Illustrator, Adobe After Effects
- **Programming:** HTML, CSS, JavaScript