

# 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: 3.94

## SKILLS

**Software** - Figma; Adobe  
Photoshop, Illustrator, After Effects

**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

**Programming** - HTML, CSS, JavaScript

## PUBLICATIONS

Huh-Yoo, Jina, et al. **“‘Help Me:’ Examining Youth’s Private Pleas for Support and the Responses Received from Peers via Instagram Direct Messages.”** *Proceedings of the 2023 CHI Conference on Human Factors in Computing Systems*, April 19, 2023, 1–14.

<https://doi.org/10.1145/3544548.3581233>

## PROJECTS

### Ramen Bar Website Redesign | UI/UX Designer

- Executed 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’ positive feedback 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, helping users perform main tasks 30% faster and more easily

## EXPERIENCE

### Sharing Excess

*Philadelphia PA, USA | April 2023 - Present*

#### UI/UX Design Intern

- Standardizing the outdated design system to the company’s current brand identity
- Designing a responsive website that sells the company’s brand
- Conducting field research on the food distribution internal workflow to design a mobile app streamlining and digitalizing the process
- Advocating for the importance of UX practice in the enterprise by building and executing a professional UX plan as a team of two

### College of Computing & Informatics, Drexel University

*Philadelphia PA, USA | June 2022 - Present*

#### Research Assistant

- Conducting qualitative research (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, 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)