khiemnguyen

I'm a self-taught developer, aspiring **UX Designer**, and lover of simple yet enriching user experiences. My interest lies in **User Experience, Interaction Design,** and **Product Development.**

💼 EXPERIENCE

UX Design Intern

GE Energy Connections, Redmond, WA | June 2016 – Present

- Participating in GE Energy Connections' Early Identification & Development (EID) Program. Under GE Grid Solutions, currently working on a number of product-led projects with the ultimate goal of redesigning legacy software into newer versions that more closely aligns with modern standards - thereby delivering a more enriching & intuitive experience for GE Grid Solutions' users.
- Executing projects through an end-to-end UX Research & Design process, from conceptual development to final product launch.
- Collaborating closely with Software Engineers, UX Researchers, as well as Users throughout the duration of individual projects to ensure user-centricity, optimal design engineering, and on-time feature delivery.

UX Design Assistant

Human-Centered Design & Engineering Department, University of Washington | September 2015 – March 2016

- In a team of two, designed & developed **PlanSourcing**, a mobile tool that supports social recommendations for the creation of personalized step-by-step behavior change programs - using crowdsourced data that people track about their behavior - as part of a University of Washington's Directed Research Group.
- Drove the overall interaction design stages, including user interface design, and collaborated with team members to build an early functional prototype.

UX Designer/Developer

Joomla, Seattle (Remote), WA | July 2015 – March 2016

- Worked with various volunteers around the world on a redesign (usability & interface) project for the next web versions of Joomla CMS, **Joomla 3.5 (successful release in March 2016)**, as part of the product development roadmap.
- Participated in various web & mobile redesign projects (including front-end implementation) related to **Joomla.org & Joomla.com** - Joomla's primary domains - as part of an initiative to improve user sign up rates as well as branding.
- Collaborated closely with the User Research Team throughout both user research & usability testing processes to identify user pain points, user requirements, and design opportunities - using mainly remote usability testing methods.

Business Development/Marketing Analyst

ComputeNext, Inc., Bellevue, WA | March 2014 – June 2015

- Drove sales & market development with reseller partners & clients around **ComputeNext Global Cloud Marketplace**, the company's flagship "IaaS brokerage-deployment-management platform".
- Assisted the User Experience Team in capturing user requirements, conducting user research, and driving usability testing with clients. Primary methods consisted of on-site client interviews, remote usability testing, heat map analysis, and heuristic evaluation.
- **Strategically closed the company's first two sales deals in its history of operation.**

⚒ SELECTED INDEPENDENT PROJECTS

Redesign Project for INRIX Traffic | May 2016

- Conducted a small-scale redesign project for INRIX Traffic (Android) - a mobile application that optimizes traffic & GPS data from connected vehicles, roadways and cities to improve users' commute by providing the best routes & directions to new & familiar destinations.
- Conducted user research via a combination of comparative analysis, heuristic analysis, and interviews. Created an affinity diagram/mental model to summarize research findings as well as better understand user behavior/attitude.
- Produced a set of low/high-fidelity redesign solutions for a number of identified features, based on research findings.
- **Presented the redesign solutions a panel of UX researchers, designers, and product managers during CHI 2016.**

Usability Study for Amazon Web Services Internet of Things (HCDE 517 Class Project) | January 2016 – March 2016

- Designed & conducted a baseline usability study for Amazon Web Services Internet of Things (AWS IoT) - a managed cloud service that lets connected devices easily & securely interact with cloud applications as well as other devices.
- The goal is to better understand the end-to-end process of how developers can set up a development environment in AWS IoT with various devices connected, and effectively transfer data between these devices and the environment itself.
- Participated in every stage of the process's timeline: project scoping/planning, user persona profiling, participant recruitment, usability testing, data collection/analysis, and final result presentation.
- **In a team of four, successfully presented final study results to the AWS IoT team at the conclusion of the project.**

Pinky Swear | March 2015 – March 2016

- Collaborated with a developer to design & build Pinky Swear - an Android mobile application that allows individuals to make promises with randomly matched users, and in turn allow for communication & collaboration between the two parties toward the fulfillment of the promises made.
- Conducted user research via interviews. Produced a set of user design requirements based on subsequent research findings.
- Drove end-to-end experience & interface design, including paper sketches, wireframes, interactive prototypes, and low/high fidelity designs. Directed two rounds of usability testing through remote usability testing methods to identify user pain points.
- **Achieved up to 500 downloads over a period of six months. Live on Google Play Store for 12 months.**

Husky Yum (HCDE 518 Class Project) | September 2015 – December 2015

- Husky Yum is an iOS mobile application that serves as a medium through which University of Washington students can find & discover healthy homemade recipes, as well as eat-out menu items, shared by other students within the UW community.
- Conducted user research via a combination of interviews, contextual observations, and surveys. Created an affinity diagram & personas to summarize research findings as well as better understand user behavior/attitude.
- Drove end-to-end experience & interface design, including paper sketches, wireframes, interactive prototypes, and low/high fidelity designs. Directed usability testing with users in person via the "think-aloud protocol".
- **In a team of four, successfully presented the final design solution to the class at the end of the quarter, as well as created a Design Specification document to serve as a guide for any potential future engineering implementation.**

🎓 EDUCATION

MS in Information Management (User Experience Research & Design)

University of Washington, Seattle | September 2015 – Present

BA in International Studies (International Political Economy & Business)

University of Washington, Seattle | September 2012 – June 2014

✉ dknguyen.9692@gmail.com   📱 206-335-1343   🖥 khiemduynguyen.com