Khiem Nguyen

UX Design / Product / Operations

khiemisme.com
dknguyen.9692@gmail.com
(206) 335-1343

EDUCATION

University of Washington
M.S. Information
Management - UX
June 2017

University of Washington
B.A. International Studies
June 2014

SKILLS

Tools
Sketch
Illustrator
InVision
Framer
Origami Studio
HTML/CSS
Atlassian Suite

Design
Interaction Design
Visual Design
Wireframing
Rapid Prototyping
Design Exploration

Research
Competitive Analysis
Usability Testing
Journey Mapping
Affinity Diagram
Personas
Interviews/Survey
Storyboarding

EXPERIENCE

Oracle Cloud Infrastructure / UX Program Manager
Seattle, WA / Sep 2018 - Present

- Partnering with design and product leadership to define and establish the design operations processes/culture - focusing on resource management and product quality.

Oracle Cloud Infrastructure / UX Designer
Seattle, WA / Aug 2017 - Sep 2018

- Partnered with cross-functional stakeholders to conduct user research and craft UX solutions for the delivery of customer-facing DBaaS, Compute, Networking, and Storage features (supported the closure of three major customer sales deals).
- Collaborated within the UI Platform team to help define, produce, and componentize a new design system and pattern library for designers and engineers across OCI.

Microsoft / UX Designer
Redmond, WA / Oct 2016 - Jun 2017

- Collaborated with a product manager and primary users to ideate a concept from the ground up for Microsoft's internal Sales & Account Management CRM tool.
- Partnered closely with the Microsoft IT team to develop interactive prototypes through multiple rapid iterations of design and usability tests and presented them to business, product, and engineering executives, as well as users at Microsoft Ignite 2017.

GE Energy Connections / UX Design Intern
Redmond, WA / Jun 2016 - Sep 2016

- Redesigned a mission critical software used by electrical grid operators to simulate power distribution environments for climate disaster response training.
- The project entailed the exploration and production of new feature designs based on modern usability and interface design standards, as well as overall usability improvements. The final design proposal was presented to business, product, and engineering leadership.

Freelance Design Consulting / UX-UI Designer
Seattle, WA / Jun 2015 - Jun 2016

- Worked with various volunteers around the world on a redesign project for the 3.5 web version of Joomla's flagship CMS platform (release in March 2016; ~5 million+ users gain after the first quarter).
- Helped design the information architecture, interaction, and visual for VnExpress International - the English version of the most popular news website in Vietnam (release in June 2016; ~10 million+ users gain after the first three quarters).