# khiemnguyen

I'm a self-taught developer, aspiring **UX Designer**, and lover of simple yet enriching user experiences. My passion lies in **User Experience, Interaction Design,** and **"Always Climbing Higher"**

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## 💼 EXPERIENCE

### UX Design Intern

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

- Participating in GE Energy Connections' Early Identification & Development (EID) Program. **Under the Grid Solutions team, currently working on a number of product-led projects to transform legacy software design into newer versions that more closely align 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, Product/Project Managers, as well as Users throughout the duration of individual projects to ensure user-centricity, optimal design engineering, and on-time feature delivery.

### UX Designer/Developer

**Joomla,** Seattle, 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.

## 🛠 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.

**Usability Study for Amazon Web Services Internet of Things** | 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.
- 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.**
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## 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