

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 Researcher/Designer

Center for Collaborative Systems for Security, Safety, and Regional Resilience, University of Washington | September 2015 – Present

- Designing & developing **RecoveryViz**, a visual analytics platform for disaster resilience decision support.
- Working closely with disaster recovery administrators and agencies to capture specific user requirements – primarily through on-site interviews and surveys.
- Iterating on existing wireframes designed as part of a NSF resilience project on disaster recovery, as well as building low-fidelity interactive prototypes.
- Conducting usability testing to solicit feedback from potential users. Principal methods include heat map analysis, heuristic evaluation, and remote usability testing.

UX Design Assistant

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

- Designing & developing **PlanSourcing**, a 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.
- Driving the overall interaction design stages, including user interface design, as well as collaborating with team members to build an early functional prototype.

UX Designer/Developer

Joomla, Seattle, WA | July 2015 – Present

- Working on a redesign project for Joomla's official websites (including implementation) – primarily **Joomla.org & Joomla.com** – as part of an initiative to improve user sign-up rates and branding.
- Participating in various product redesign (usability & interface) projects related to **Joomla 3.5 & 4.0** – the next versions of Joomla CMS expected for release in November 2015 & 2016.
- Collaborating closely with the User Research Team throughout both user research and 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 cloud brokerage/management platform.
- Assisted the User Experience Team in capturing user requirements, conducting user research, and 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

Amazon Web Services Internet of Things Usability Study | January 2016 – Present

- Designing and conducting a baseline usability study for Amazon Web Services Internet of Things (AWS IoT) – a managed cloud service that lets connected devices easily and 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.
- Participating in every stage of the process's timeline, from project scoping/planning, user persona profiling, participant recruitment, assessment usability testing, data collection/analysis, to eventual result presentation.
- Working closely with the AWS IoT's User Research team in the project's planning and execution phases.

Pinky Swear | March 2015 – Present

- Pinky Swear is an Android application that allows individuals 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.
- Currently incorporating usability testing results into redesign iterations, as well as implementing new feature designs to better address user requirements.

Collab | September 2015 – December 2015

- Collab is an iOS mobile application that strives to connect users who own interesting ideas - but don't possess the necessary skill sets to transform them into functional prototypes - with potential team members who may possess such skills while also sharing a mutual interest in executing the idea itself.
- Conducted user research via interviews. Created personas, user stories, user requirements, user scenarios, a site map, and a user flow to conceptualize research findings into user design requirements.
- Drove end-to-end experience & interface design, including paper sketches, wireframes, interactive prototypes, and low/high fidelity designs.
- Directed usability testing through remote usability testing methods.

Husky Yum | September 2015 – December 2015

- Husky Yum is a mobile application that serves as a medium through which University of Washington (UW) 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 inquiries, and surveys. Created an affinity diagram and 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".



EDUCATION

MS in Information Management (User Experience Design, Data Science & Analytics)

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@hotmail.com



206-335-1343



khiemduynguyen.com