

QUYNH TRAN

Phone: +358 414975953, Email: quynhtran.kath@gmail.com
[My Website](#) • [LinkedIn](#) • [Scholar](#)

As an MSc graduate in Computer Science, specializing in Human–Technology Interaction (HCI) at Tampere University, I focus on user studies, user research, interaction design, and human-centered AI. My work is dedicated to creating accessible, equitable, and empowering digital experiences that promote learning, well-being, and inclusivity. I aim to bridge the gap between technology and human experience, ensuring that innovations are ethical, intuitive, and beneficial for diverse communities. In every project, I bring curiosity, empathy, and a collaborative mindset.

Education

Tampere University, Finland (June 2022 - December 2024)

Master of Science - Programme in Computing Sciences, Human-Technology Interaction | GPA 4.08/5

Specialized in Human–Technology Interaction, focusing on user-centered design and human–AI collaboration. I won two hackathons as part of first-place teams, was selected for the Sustainable Future Summer Camp in Germany, and completed summer internships at Visma Aquila and Commu App, gaining experience in product development, usability, and user research.

Lapland University of Applied Sciences, Finland

(August 2018 - June 2021)

Bachelor of Hospitality Management, Programme in Tourism | GPA 3.7/5

I graduated early with award for early graduation, 3200€. During the study, I volunteered for the Artic Biodiversity Congress, hold by CAFF (Conservation of Artic Floral and Fauna), won a hackathon Dash Lapland, and successfully completed a summer traineeship in Spain

Experience

Teaching Assistant & Content Crew | Tampere University, part-time, Finland.

(September 2024 - May 2025)

- Assisted with HTI-100: Human-Technology Interaction, supporting over 100 students and handling admin tasks (grading, course support)
- Created social media content to promote the university experience, including a top-performing Instagram Reel that garnered 11.3K+ views and 100+ likes
- Wrote a top-3 popular blog about winter mental health, reaching 8K+ views and featured on University Weixi
- Supported incoming students via UniBuddy, providing guidance and answering inquiries.

Design System Trainee | Visma Aquila Oy, full-time, Finland

(May 2024 - September 2024)

- Collaborated with UX Designers and Developers to design, maintain, and document scalable Design System components and guideline
- Conducted in-depth research and authored a thesis on developing and implementing a chatbot flow integrated with Zapier and Voiceflow, streamlining trigger-based automation to enhance support for the Design System team.

UX Consultant | BESI B.V., freelance contract, Netherlands

(May 2024 - June 2024)

- Led the re-design of the user interface for BESI's inspection application by identifying key issues and conceptualizing improved solutions.
- Advised on the UX roadmap for the project and collaborated closely with engineers to create detailed sketches for the new inspection interface.

UI/UX Designer | Writerzen, full-time, remote-Vietnam

(April 2022 - June 2023)

- Took responsibility for conducting UX research and designing to improve Writerzen's user onboarding experience
- Participated in building the design system and enrichment of the components's library
- Collaborated with the marketing team to design function landing pages

Teaching Assistant | ILA Vietnam, Da Nang, Vietnam

(June 2020 - October 2021)

- Worked with the teaching team to improve and implement the curriculum for students aged 5-17, incorporating age-appropriate activities and environmental setups
- Provided classroom support, assisting teachers and students during lessons, while managing administrative tasks such as updating ILA Connect, tracking attendance, and grading homework;
- Acted as a liaison between parents and the customer service team, gathering feedback and addressing inquiries or concerns.

Technical Skills

- Languages:** HTML/CSS, Javascript, SQL.
- Tools:** VSCode, Copilot, Github, Git, Wordpress.
- Prototyping:** Figma, Balsamiq, Adobe XD, illustration, Photoshop, Canva
- Data Analysis & Visualization:** Miro, Mural, Excel, Tableau, SPSS Statistics
- Others:** Teams, Slack, Zoom, Voiceflow.

Expertise

- UX Research:** User Research, Group Facilitation, User Interview, Persona Creation, Usability Testing, A/B Testing
- UI/Visual Design:** Wireframing, Prototyping, Design System, Accessibility Design, Graphic Design, Illustration
- AI & Tech:** Front-end Development, Human-AI Interaction, Chatbot Design, AI Ethics, Data Analysis
- Research:** Literature Review, Survey Design, Statistical Analysis, Academic Writing, Data Visualization

QUYNH TRAN

Phone: +358 414975953, Email: quynhtran.kath@gmail.com
[My Website](#) • [LinkedIn](#) • [Scholar](#)

Publications

- Tran, K. U. Q. (2024). AI in the workplace: The study of employee perspectives toward a chatbot usage and trust. Tampere University-
- Tran, K. U. Q. (2021). Wellness travel motivation post COVID-19: Case Vietnam [Bachelor's thesis, Lapland University of Applied Sciences]. Theseus

Awards

2023: Winner team, BRIDG3 Hackathon
2022: Scholarship: 100% off-waive tuition fee from Tampere University
2022: Winner team, Inclusive Cities Hackathon
2021: Early bachelor's degree graduation from Lapland University of Applied Sciences
2019: Winner team, Dash Lapland Hackathon
2017: 2nd prize in Literature, high school students competition in Quang Nam province
2016: Silver medal in Literature, national competition for high school students from the central & southern of Vietnam

References

Prof. Kaisa Väänänen

Professor of Human-Technology Interaction, Tampere University
kaisa.väänänen@tuni.fi

Dr. Jari Varsaluoma

University Lecturer of Human-Technology Interaction, Tampere University
jari.varsaluoma@tuni.fi

Melina Kukkasela

Design Lead, Visma Aquila Oy
melina.kukkasela@visma.com