

# RYAN NGUYEN

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With a strong analytical skill, enthusiasm in creative problem solving, and specialisation in user experience design, my goal is to join a dynamic and supportive team creating impactful products where I can utilise both my leadership and creativity skills to add values to the company, as well as to meaningfully progress my career path.

## SKILLS

### Design

Design Research  
Ethnography  
Rapid Prototyping  
Interaction Design  
User Interface Design  
Usability Testing  
Experimental Design

### Software

Sketch  
Figma  
Framer  
Principle  
HTML/CSS  
Keynote  
Microsoft Office  
InDesign  
Photoshop

### Languages

English  
Vietnamese

## WORK EXPERIENCE

### User Experience Designer | Nov 2017 - Apr 2018

Prosopa | Sydney

Prosopa is Australia's #1 online lender to small businesses. In Feb 2018, Prosopa topped the Financial Times' inaugural list of 1,000 high-growth companies, in revenue terms, from the Asia-Pacific region.

- Designed and prototyped mobile interface.
- Collaborated with UX researcher to design and prototype chatbot to improve customer service.
- Designed branding and interface guidelines of experimental products.

### User Experience Designer | Apr 2015 - Jan 2017

Wego | Singapore

Wego is Singapore-based travel company whose search engine helps people find airfares and accommodation at competitive prices.

- Led the redesign of guidelines for Web products, which was launched in August 2017.
- Collaborated with other designers to develop and maintain consistency of brand images across Web and Mobile product
- Conducted usability tests and collect feedback from users and internal stakeholders.

### Achievements

- Revamped user interface of Flight Search, increasing the conversion rate by 30% to be the all-time highest.
- Led the project Facilitated Booking that improve booking experience on desktop and mobile website, with ecommerce conversion increased by 100% on average for integrated partners.

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**User Experience Designer** | Aug 2013 - Mar 2015  
Pixel Onion | Singapore

**Frontend Development Intern** | Jan 2012 - Jun 2012  
R/GA | Singapore

## EDUCATION

**University of Sydney** | Sydney | 2017 - 2019

Master of Interaction Design and Electronic Arts

The programme is focused on learning design methodology to bring technology and services closer to people. All the projects are multi-disciplinary with students having business or engineering background.

**Coursera** | Online | 2015 - 2016

Quantitative Method - Social Science Research | University of Amsterdam  
Buddhism and Modern Psychology | Princeton University

**Nanyang Technological University** | Singapore | 2009 - 2013

Bachelor of Engineering in Information Engineering and Media

Received ASEAN Undergraduate Scholarship for outstanding students with strong leadership qualities and performances from the ASEAN region.

## PROJECTS

**Healing Garden** | Mar - May 2017

Redbank House, Westmead hospital | Sydney

Redbank House, at north west of Sydney Metropolitan Area, provides tertiary diagnosis and treatment for children, adolescents and families having mental health problems.

- Interviewed and shadowed healthcare practitioners to understand feedback process.
- Analysed and extracted insights from research data.
- Built prototype and iterated solution with user testing.

### Achievement

- Final solution received positive feedbacks from Redbank House staffs and patients.

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