

Matthew Nguyen

Experience

JSX – UX/UI Manager

January 2022 – Present, Dallas & Austin TX

- Oversee and execute web and mobile redesign to improve usability
- Conduct user research leveraging virtual user interviews while quantifying usability via user testing, A/B testing, SUS, and QMUX
- Monitor and measure website usability via case studies, user videos, heat maps, & surveys
- Establish an agile environment by organizing an atomic design system for rapid prototyping
- Lead and mentor a team of 10 developers, 2 project managers, and 1 UX designer
- Collaborate closely with leadership to communicate progress and identify/synthesize new ideas and features via design thinking
- Work with third party partners to deliver rapid designs that incorporate ancillary services while maintaining a high standard of usability

Geneia – UI/UX Design Lead

August 2021 – June 2022, Austin TX

- Improved gene annotation process by designing an annotation tool via usability research, identifying UX pain points, and drafting low and high-fidelity mock-ups via sketching, wireframing, and prototyping
- Processed and applied new knowledge about genomics, homomorphic encryption, and gene annotation quickly
- Conducted user research through interviews with targeted user types and subject matter experts to create informative and creative solutions
- Researched and evaluated competitors to find improvements in existing processes
- Investigated and understand complicated technologies to simply convey the concept and potential to customers and investors via interactable demo
- Led design thinking sessions to develop creative and innovative solutions
- Implemented design systems to create design standards, rules, and support UI development through front-end component library
- Communicated and implemented new product strategies with leadership and engineering team to secure additional funding—2.3 million NIH Grant

American Airlines – UI Engineer + Full-stack Developer

June 2018 – August 2021, Dallas TX

- Led and developed Customer and Data Privacy Office facing Privacy Portal and Privacy Team Dashboard via angular and java implementation
- Executed and developed cloud based back-end java services used to support Privacy Portal functions on IBM Cloud platform
- Redesigned and implemented a new user task flow for customer facing Privacy Portal, improving the application and user experience through enhancements like slashing the required registration fields from 10 to 4
- Produced quality experience by working closely with product owners and cross functional teams to create coordinated user stories
- Active team member in the agile development cycle and upheld 1-week iterations
- Initiated and identified efficient solutions to improve the Privacy Portal experience for Data Privacy Office by conducting design thinking and maintaining open communication
- Enhanced current development pipeline by developing automation applications such as the Java Selenium framework for Privacy Portal browser testing and Certificate updater for all Customer Hub Applications which accelerated the testing process by at least a day
- Optimized development by instituting test-driven development and pair programming styles to decrease idle time and code reviews which accelerates deployment time and contributes to achieving 1-week iterations

“Dallas-based creative who is passionate about accessible and empathetic UI/UX design”

Email: TDCNguyen96@gmail.com

Behance: @tdcnguyen

Education

University of Texas at Austin

August 2021 – May 2023, GPA 4.0
M.S Information Studies

University of Texas at Dallas

May 2019, GPA 3.6
B.S Computer science

Skills

Design

UX Research, Interaction Design, Atomic Design, Agile Development, Information Architecture, User Centric Design, Wireframing, Prototyping, Animation

Software

Figma, Hotjar, Google Analytics, TryMyUI, Invision, Miro, Google Forms, JavaScript, Java, HTML, CSS, GitHub, IBM Cloud, Linux, Affinity Creative Suite (Affinity Photo, Affinity Illustrator)

Awards

On My Own Time—American Airlines Art Show

First Place for Ink on Paper

Additional Information

U.S Born & U.S Citizen

- Designed application to resolve products and application issues in times of crisis in a product driven environment efficiently

Projects

Web & Mobile Redesign – JSX

- Conduct user research via user interviews
- Rapid prototype & test UI components via Figma and TryMyUI
- Manage team of developers and designers to create and implement new designs
- Conduct UAT testing to ensure interaction and design standards
- Monitor web and mobile app to create iterative process

Genie – Genial

- Conduct user research with target user types and subject matter experience
- Initiate and host design thinking to promote creative and effective design solutions
- Uphold agile methodologies to keep maintain lean design
- Created low and high-fidelity prototypes via Figma to demonstrate the UI's capability and efficiency

Privacy Portal – American Airlines

- Develop, design, and maintain Privacy Portal applications for customers and Data Privacy Office to comply with General Data Protection Regulations via formulation and implementation of new features or enhancements
- Utilize Angular and java to create, boost and deliver both customer facing and employee facing Privacy Portal UI and cloud based micro services
- Deliver through 1-week iterations and agile methodologies
- Overhaul and improve the user experience by redesigning the Privacy Portal flow which reduces required registration fields from 10 down to 4

Privacy Dashboard — American Airlines

- Lead research, design, and implementation of the Privacy Team Dashboard to improve existing troubleshooting protocol which slashes support time from 45 minutes down to 10 minutes
- Conduct and analyze user interviews to find pain points in the current troubleshooting process
- Design the dashboard utilizing a user centered methodology and Invision to wireframe and create high fidelity prototypes
- Conduct user testing to ensure quality user experience via A/B testing and interviews

Plantheon — On My Own Time

- Design and create high fidelity wireframes for both web and mobile applications
- Implement atomic design and form user stories to deliver simple, effective, and user-friendly solutions
- Utilize tools such as Invision and Affinity Designer and Affinity Photo to create and shape high-fidelity web applications

LA Fitness Mobile App Redesign — On My Own Time

- Redesigned and created a high-fidelity wireframe of LA Fitness's mobile application using a user centric approach
- Critiqued and redesigned current LA Fitness mobile application by refocusing important information and simplifying the design by slashing 10 elements down to 6 elements
- Utilized Invision to implement a high-fidelity wireframe

Tandapay — On My Own Time

- Created a mobile app for peer-to-peer insurance utilizing smart contracts, crypto currency, and react native
- Designed and implemented the application flow utilizing a user centric approach, user interview, A/B testing and iteration
- Moderated and applied agile methodologies and daily scrums

