THI NGUYEN

Product Designer

EXPERIENCE

MAR 23 - PRESENT

AppFolio • Santa Barbara, CA
User Experience Designer

- Using a thorough design process from discovery to ideation and validation to solve user problems for the owner and accounting experiences in AppFolio's property management system.
- Applying emerging design principles and practices to craft AI-powered property management tools.
- Helped deliver a valuable, insightful portal for property owners, raising user engagement by 52%.

JUL 22 - JAN 23

Mode • San Francisco, CA
Product Designer

- Created wireframes and mock-ups to explore user stories for the Mode Python/R Notebook and help Mode improve the experience for data and business teams.
- Collaborated across a product team to drive solutions for data science workflows through comprehensive user research and analysis.
- Maintained and enhanced Mode's visual design language by contributing to the Mode design system and rebranding process.

SEP 21 - MAY 22

Library of Congress • Washington, DC
User Experience Designer (Apprenticeship)

- Built and documented a design system for CRS.gov based on the existing Congressional Research Service brand and the US Web Design System.
- Designed an enhanced user experience for online supportive text on LOC.gov through in-depth user research, solution ideation, and usability testing.

SEP 19 - JUL 20

SAP Fieldglass • Naperville, IL
iXp Intern - Junior User Experience Design Associate

- Collaborated with Developers, QA Analysts, Client Implementation, Helpdesk, and Product teams to drive solutions for contingent workforce management.
- Delivered high-fidelity, detail-oriented mock-ups to illustrate design proposals that solve user pain-points for web and mobile apps.
- Analyzed qualitative and quantitative data for user research.

JUN 21 - AUG 21

Finagraph • Bellevue, WA
Web Program Manager & UX Specialist

- Applied modern, conventional UX/UI principles to build intuitive, appealing features to keep CashFlowTool one of the best cash flow management services on the market.
- Managed user research and testing to optimize and improve content, targeting, and customer experience.
- Created and implemented digital assets and websites to maintain and enhance Finagraph's online appearance.

SEP 18 - APR 19

SiriusXM • Washington, DC
Design Intern

- Collaborated across disciplines to create user flows, wireframes, and prototypes to solve problems and enhance the experience of online customer services.
- Conducted user research and competitive analyses; collected and synthesized quantitative and qualitative data to understand user needs.
- Contributed to planning and conducting over 30 usability testing sessions.

EDUCATION

University of Maryland

College Park, MD
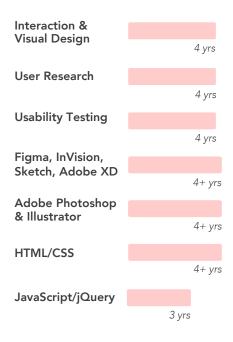**Aug 2020 - May 2022**

MS · Human-Computer Interaction

Howard University

Washington, DC
Aug 2015 - May 2019

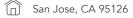BFA · Summa Cum Laude
Electronic Studio Major
Computer Science Minor

SKILLS

Interaction & Visual Design
4 yrs

User Research
4 yrs

Usability Testing
4 yrs

Figma, InVision, Sketch, Adobe XD
4+ yrs

Adobe Photoshop & Illustrator
4+ yrs

HTML/CSS
4+ yrs

JavaScript/jQuery
3 yrs

CONTACT INFORMATION

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