

# T H I N G U Y E N

## 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

## EXPERIENCE

- Jun 21  
Aug 21
- SAP Fieldglass** • Naperville, IL  
**iXp Intern - Junior User Experience Design Associate**
- Delivered high-fidelity, detail-oriented mock-ups to illustrate design proposals that solve user pain-points for web and mobile apps.
  - Collaborated with Developers, QA Analysts, Client Implementation, Helpdesk, and Product teams for design iterations.
  - Analyzed qualitative and quantitative data for user research.
- Sep 19  
Jul 20
- 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 with team members to create user flows, wireframes, mockups, and prototypes for online customer services.
  - Conducted user research and competitive analyses; collected and synthesized quantitative and qualitative data.
  - Contributed to planning and conducting over 30 usability testing sessions.
  - Designed graphics including website banners and program thumbnails.
- Mar 17  
Dec 18
- T.A.G. Labs** • Washington, DC  
**Web Design/Dev Intern**
- Designed and developed various web components for the T.A.G. Labs website using the Wordpress platform.
  - Created branding and promotional graphics including flyers, infographics, and web banners.
  - Led the team in building the visual design and user experience for the T.A.G. Labs learning management system.
- Jun 18  
Aug 18
- AvalonBay Communities** • Arlington, VA  
**Digital Marketing Intern**
- Managed online marketing content for over 200 apartment homes nationwide to maintain fulfilling user experience and web optimization.
  - Provided internal graphics including flyers and brand style guide components.
  - Consulted and assisted team members with design thinking during AvalonBay's website redesign process.

## SKILLS

Interaction & Visual Design	4 years
UX Research	3 years
Adobe Creative Suite	4 years
Figma, InVision Sketch, Adobe XD	3 years
HTML/CSS	4 years
JavaScript/jQuery	2.5 years
Wordpress/PHP	2 years

## ACHIEVEMENTS

### GDUSA Students to Watch 2019 (2019)

Featured as a notable design student in the "Students to Watch 2019" list by Graphic Design USA magazine.

### Howard University Capstone Scholarship (2015 - 2019)

Received and maintained annual eligibility for the Capstone Scholarship awarded by Howard University.

### Zonta Club of Washington, D.C. Undergraduate Scholarship (2016 - 2018)

Three-time receiver of the Undergraduate Scholarship awarded by the Zonta Club of Washington, D.C.

### Howard University's 87th Annual Art Student Exhibition (2017)

Honorable mention in the Undergraduate Digital Photography category. Had three works exhibited.

### Howard University's 86th Annual Art Student Exhibition (2016)

Honorable mention in the Undergraduate Painting category. Had three works exhibited.

## CONTACT INFORMATION

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