

THIAN UK

UX Designer | Product Designer

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Master's HCI candidate (DePaul University, Fall 2026) skilled in translating research into user-centered designs, wireframes, and high-fidelity prototypes. Experienced in creating intuitive user interfaces and experiences across academic, nonprofit, and enterprise projects, collaborating in multi-disciplinary teams to deliver measurable improvements in usability and engagement.

EDUCATION & CERTIFICATIONS

M.S in Human-Computer Interaction - DePaul University (*Expected December 2026*)

Google UX Design Certificate - Coursera (2024)

B.S in Information Systems - University of Missouri-Kansas City (2023)

SKILLS & METHODS

- **User Research:** Usability Testing, Interviews, Ethnography, A/B Testing, Task Analysis
- **UX Design:** Wireframing, Prototyping, Visual Mockups, Information Architecture, Journey Mapping, Personas Creation
- **Tools:** Figma, FigJam, Miro, Axure, Adobe CC, UserTesting, Google Analytics, HTML/CSS
- **Accessibility:** WCAG, Responsive Design, Inclusive Design
- **Collaboration & Process:** Agile, Cross-Functional Collaboration, Team Facilitation, Stakeholder Communication

PROFESSIONAL EXPERIENCE

Web Developer, Kansas City Kansas Community College (KCKCC) | 2024 -Present

- Led redesign of student-success platform pages for KCKCC (5+ stakeholder interviews, 4 moderated usability tests); redesigned navigation, reducing click-depth and increasing page engagement by ~15%.
- Built responsive, accessible layouts in CMS from Figma prototypes; ensured WCAG compliance.
- Partnered with department teams to align research insights with content updates.

Web Intern, National Association of Insurance Commissioners (NAIC) | 2023 - 2024

- Designed and executed A/B experiments and moderated usability tests for consumer Help flows at NAIC; iterated UI and copy changes that improved task completion by 25% and decreased bounce rate by 20%.
- Designed accessible wireframes, prototypes, and visual mockups; collaborated directly with developers for implementation.
- Used customer feedback and journey mapping to identify friction points and deliver user-centered design solutions.

PROJECTS

Community House Winnetka Website Redesign – Lead UX Designer (Academic, 10 weeks)

- Led IA research (card sorting, tree testing); improved donation page find-ability from ~40% → 100%
- Designed mobile-first prototypes in Figma, reducing donation flow steps from 4 to 2 and improving accessibility with high-contrast CTAs.
- Result: 100% task success rate for donations in testing.

Event Management System (EMS) – Lead UX Designer & Researcher (Academic, 10 weeks)

- Conducted 12 in-depth staff interviews and contextual inquiries; synthesized into personas and journey maps.
- Built interactive wireframes and high-fidelity prototypes for desktop and iPad kiosk.
- Iterated design after moderated usability testing; achieved 92% success rate on manual check-in task.