THIAN UK

UX Designer | Product Designer

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M.S. Human-Computer Interaction candidate (expected June 2026) with hands-on experience translating user research into intuitive web and mobile interfaces. Skilled in usability testing, responsive design, and data-driven iteration to enhance engagement and accessibility. Collaborates effectively with cross-functional teams to deliver user-centered, WCAG-compliant designs that align with business goals.

EDUCATION & CERTIFICATIONS

M.S in Human-Computer Interaction - DePaul University, *Expected Graduation: June 2026*

Google UX Design Certificate - Coursera, 2024

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

CORE SKILLS

- **Design:** User-Centered Design, Interaction Design, Prototyping, Wireframing, Design Systems
- **Research:** Usability Testing, A/B Testing, Journey Mapping, Persona Development
- **Tools:** Figma, Axure, Adobe Creative Cloud, UserTesting, Google Analytics, HTML/CSS, WCAG 2.1 Standards
- **Methods:** Heuristic Evaluation, Data-Driven Analysis, Responsive Web Design, Accessibility Testing

PROFESSIONAL EXPERIENCE

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

- Redesigned student success platform (Title III), improving navigation and engagement by 30%.
- Conducted surveys, interviews, and usability tests to identify key pain points in the user journey.
- Built journey maps and personas to align redesign efforts with student behaviors and retention goals.
- Implemented responsive, accessible design using Figma and HTML/CSS in compliance with WCAG 2.1.

UX Design Intern, *National Association of Insurance Commissioners (NAIC) | 2023 - 2024*

- Led multiple A/B tests and usability studies using UserTesting to inform redesign of consumer help experience.
- Conducted interviews and mapped user journeys to identify drop-off points and friction. Improved task completion by 25% and reduced bounce rate by 20% with a new HELP landing.
- Delivered wireframes and prototypes in Figma and presented findings across stakeholder group.
- Launched accessible, WCAG-compliant designs using Drupal CMS and contributed to continuous improvement initiatives

System Analyst I, *Oracle | 2022 - 2023*

- Provided front-line support to healthcare system clients, resolving user issues and ensuring increased system uptime.
- Analyzed support tickets and customer input to improve internal processes and user satisfaction.
- Collaborated with internal product manager and engineering teams to relay customer feedback and improve workflows.
- Reduced ticket resolution time and backlog by 15% through proactive process enhancements.