



# MELISSA NGUYEN

UX & Product Designer

[melissanguyen.design](http://melissanguyen.design)

[hello@melissanguyen.design](mailto:hello@melissanguyen.design)

[linkedin.com/in/mnguyen320](https://linkedin.com/in/mnguyen320)

## HELLO!

I am Melissa, a human-centric and data-driven UX & Product Designer, design thinking practitioner, and creative.

My previous healthcare and creative entrepreneurship experience led me to become a compassionate and self-driven designer. I am fascinated with using human-centered and data-driven design to turn complex processes into a simple flow that drives impactful experiences and is enjoyable for people to use.

Outside of work, I can be found engulfed in my mini-garden or illustrating a series of digital "mini-me's" paying homage to my cultural backgrounds.

## SKILLS

### Tools & Skills

**Data/Research:** Miro, Survey Monkey, User Interviews

**Design/handoff:** Adobe XD, Figma, Sketch, Zeplin

**Journeys/IA:** FlowMapp, Whimsical

**Programming:** HTML/CSS (In progress)

**Project Management:** Airtable, Basecamp, Trello

**Prototyping:** Adobe XD, Figma, Invision, Marvel

**Testing:** Maze, UserTesting, Zoom

**Webhosting:** Webflow, Wix

### Languages

I speak: English, Teochew, Cantonese, Vietnamese, & Mandarin

## EDUCATION

### Designlab UX Academy

2019 - 2020

### Skidmore College

AUG 2008 - MAY 2012

B.S., Health and Exercise Science

## EXPERIENCE

### UX & Product Designer / Freelance

DEC 2019 - PRESENT | New York, NY

Improve usability and accessibility of mobile app and web design through product design strategies, including UI audits. Lead end-to-end product design, streamline user flow, and improve user experience through research and testing. Evaluate and revise wireframes, develop design systems and prototypes for usability testing, provide design iterations and recommendations based on usability testing and participant feedback.

### Graphic Designer / Madison Reed

NOV 2020 | REMOTE

Delivered digital holiday assets in collaboration with product design team for private company event hosted on Miro.

### Product Designer and Webflow Developer / Erie Elementary Charter School

MAY 2020 - NOV 2020 | REMOTE

Spearheaded redesigns and Webflow development for Erie Elementary Charter School's website to increase accessibility and improve navigation, especially for non-native English speakers/readers. Produced visuals for website and print use. Collaborated with stakeholders and a product designer to enhance the website's user experience, which resulted in an increase of usability and credit card donation transactions from 5% to 34%.

### Freelance Calligrapher / CalligraCrafty

NOV 2016- PRESENT | New York, NY

Collaborate with stakeholders to produce one-of-a-kind artwork through various mediums, elevate products and/or services by bringing a touch of elegance and personalization to celebrate a special event(s). Collaborated with brands like goop, Pandora Jewelry, and Floral Street to enhance the customer shopping experience.

### Surgical Support Assistant (SSA) Team Leader / Memorial Sloan Kettering - JRSC.

OCT 2015 - NOV 2016 | New York, NY

Ensure patient safety measures are held throughout their visitation, cross-department collaboration with the perioperative and surgical teams, developed, tested, and improved streamline system within teams, improving clarity, productivity, and patient safety.

### Senior Medical Scribe / CityMD Urgent Care Center

JUN 2013 - JUL 2015 | New York, NY

Served as a patient advocate throughout patient visitation within clinic and aftercare, analyzed and collected healthcare documentation, assisted healthcare professionals, trained and managed juniors scribes, and facilitated requests and referrals.

## DESIGNATHONS

### FINALIST / Creative Reaction Lab x Adobe Creative Jams

FEB 2021

Co-designed a mobile app, "Pass the Mic," that helped develop and support emerging leaders through mentorship, learning opportunities, and discussion. The app creates a safe and trusted space for current leaders (mentors) and emerging leaders (mentees) to foster genuine connections and build a community.

### "BEST SOCIAL IMPACT PROJECT" / Webflow's Global Maker Day Hackathon

SEPT 2020

Collaborated with a stakeholder, product designer, and engineer to design a platform on Webflow that connects community members with local nonprofit organizations to re-purpose their unused tech devices to support under-resourced students in the San Francisco Bay area.

### HONORABLE MENTION / Chan Zuckerberg Initiative x Adobe Creative Jams

MAY 2020

Co-designed a mobile app, "International Consortium of Farmworkers" (ICFW), " that provided multiple resources to farmworkers that provided stability and protect their livelihood connect them to safety net services