Jenny Nguyen
User Experience Designer

(206) 334-8159
jenny.n94@gmail.com
linkedin.com/in/jennythaon/
jennythaon.com

I'm passionate about creating the most intuitive and effective experience for users. I use my research and the human-centered thinking methodology to help develop products that fulfill customers' expectations and align with business needs.

UX Design & Research Skills

User Research, Competitive Analysis, Usability Studies, Agile, Persona & Scenario Development, Video Editing, Sketching, Storyboarding, Wireframing, Prototyping, Leading Workshops and Rapid Iteration.

Tools & Software

Illustrator, Photoshop, XD, Figma, InVision, InDesign, Premiere Pro, HTML, Balsamiq, Sketch, Zeplin, JIRA, Tableau, PowerBI, Slack, and Trello.

Relevant UX Experience

JUNE 2019 – PRESENT
AMAZON UX Designer
Currently designing solutions for PeopleInsight's global enterprise products: multiple reporting and web-based analytics tools to help enable Amazon's Human Resources and Operations leaders to make informed decisions. Tasks include usability testing, customer profiles, rapid iterating, leading workshops, building out branding guidelines for the department, and advocating for a stronger presence of UX within the product development roadmap. Tasks are completed within Agile structured two-week design sprints with weekly meetings alongside other designers, developers, and product manager for constant feedback.

JANUARY 2020 – JUNE 2020
UBER UX Designer
Provided a proof of concept prototype to stakeholders on how Uber can use their current infrastructure to help local communities in emergency situations with a specified timeline of six months. Tasks included extensive research including subject matter expert interviews, dimensional analysis, case studies, competitive analysis, developing usability test plans as well as multiple design iterations alongside the RITE method.

JULY 2018 – MAY 2019
ALL STAR DIRECTORIES UX Researcher
Produced user insights for Attain for Students: an education tracking app and providing content support and updates for core product. Tasks included user research, competitive analysis, ideation, usability evaluation, data analysis, refining personas, recruiting and conducting in-house user testing. Attain tasks were completed within Agile structured two-week design sprints alongside other UX designers, developers, and product manager.

AUGUST 2016 – AUGUST 2017
MICROSOFT Usability Researcher | Operations & Event Lead
Collected and captured usability data and feedback on Microsoft products. Projects included capturing sensor calibration for Windows Hello facial recognition software, motion sensitivity of HoloLens devices in different environments, and conducting quality assurance to improve machine learning accuracy in Bing images.

AUGUST 2012 – AUGUST 2016
CENTER FOR LEADERSHIP & STRATEGIC THINKING Research Assistant
Analyzed Fritzy Leadership Fellows program leadership data derived from Qualtrics surveys, transcribed and coded interviews to prepare data for research analysis centered on stages of leadership, edited and updated the Foster School of Business's blog website with CLST related news, and assisted in-game testing of CLST created game of Wheels Up based on three types of leadership styles: avoidant, transactional, and transformational.

Education

UNIVERSITY OF WASHINGTON	MS Human Centered Design & Engineering	2017-2020
UNIVERSITY OF WASHINGTON	BA Environmental Studies	2012-2016