

# May Phan

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**Skills and Tools:** Prototyping, Wireframing, UX Research, Marketing Design, Design Strategy, Product Management, AI Prototyping and Design, Competitive Analysis, On-site Interviewing, Online Interviewing, Usability Testing, Service Design, System Mapping, Insights Mapping, UI Design, Visual Design, HTML/CSS/JS, Figma, Adobe XD, Adobe Suite, Miro, Dovetail, Mural, Canva, Webflow, Confluence.

## Work Experience and Projects

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### Boston Scientific

UX Design Intern | June 2025-Present | Arden Hills & Rochester, MN

- Leading the design of an automated chatbot to streamline patient setup for the BodyGuardian wearable, improving the cardiac monitoring experience.
- Translating user insights from sales support and ESMS into a streamlined provider portal configuration workflow, delivering a full-site redesign backed by research and concept validation.
- Creating and refining detailed prototypes for an EKG tech review dashboard to improve workflow transparency, leveraging both design tools and front-end code.
- Converting complex business requirements into clear, scalable user experiences for patients and internal teams.

### AbbVie

UX Designer | April 2024-May 2025 | North Chicago, IL

- Prototyped extensive exploratory agentic AI interactions for AbbVie employees, exploring specific features and levels of automation vs. transparency in various interaction models
- Synthesized user research insights to help design solutions for business problems from a human-centered design perspective through journey maps, service blueprints, system maps, and more.
- Helped accelerate the design research process for projects around imports/exports, tech policies, supply chain and server provisioning. Led the redesign of a sales dashboard to better meet user needs using design systems.

### Aware.ai

UX Intern | February 2024-May 2024 | Remote

- Designed intuitive commenting flows, community groups and forums for a mobile app supporting expecting and new mothers. Collaborated with a developer to begin implementation ahead of product launch.
- Led exploratory design for AI-powered, gamified content recommendations and commenting features, improving the relevance and personalization of motherhood-related content.
- Created and executed digital marketing content for social media, introducing a humor-driven, viral content strategy that increased pre-launch engagement and visibility.

### Academic Employment and Sponsored Class Projects

- id8 – UI/UX Designer (Mar 2023-Jan 2024) | Procter & Gamble (Sep-Dec 2024) | Southwest Airlines (Jan-Mar 2025)

## Education

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### Northwestern University

MS in Engineering Design Innovation

Fall 2024-Spring 2026. GPA: 3.95

Focus on health and technology in the design innovation space through a human-centered lens. Coursework in product management, design strategy, service design, and brand strategy, with electives in emerging technologies and aging populations.

### University of Illinois Urbana-Champaign

BFA in Graphic Design

Fall 2021-Spring 2024. GPA: 3.93