

May Phan

mayphan27@gmail.com | Evanston, IL | mayphandesign.com

Skills and Tools: Digital Product Design, Interaction Design, UI/UX Design, Prototyping & Wireframing, Visual Design, UX Research, Usability Testing, Design Strategy, Service Design, AI Interaction Design, Figma, Claude, Adobe Suite, Webflow, HTML/CSS/JS, Miro, Dovetail.

Work Experience and Projects

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 exploratory agentic AI interactions for internal employees, investigating automation levels, transparency models, and interaction design patterns
- 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

Procter & Gamble (Sep-Dec 2024) | Southwest Airlines (Jan-Mar 2025) | id8 – UI/UX Designer (Mar 2023-Jan 2024) | Various Graphic Design Internships at UIUC (NCSA, UIUC Housing Marketing Department, EnterpriseWorks, AbbVie) (September 2021-March 2023)

Education

Northwestern University

MS in Engineering Design Innovation | Fall 2024-Spring 2026. GPA: 3.95

Interdisciplinary program focused on digital product and interaction design, combining visual design craft with strategic thinking. Coursework in product management, design strategy, service design, and brand strategy, with hands-on application across consumer-facing products and emerging technologies.

University of Illinois Urbana-Champaign

BFA in Graphic Design | Fall 2021-Spring 2024. GPA: 3.93