

Khiem Nguyen

Product designer / Problem solver

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(206) 335-1343

EDUCATION

University of Washington

M.S. Information
Management - UX
June 2017

University of Washington

B.A. International Studies
June 2014

SKILLS

Design

Interaction Design
Visual Design
UX Prototyping
Information Architecture
Design Exploration
Design Strategy

Research

Competitive Analysis
Usability Testing
Quantitative Analytics
Journey Mapping
Affinity Diagram
Personas
Interviews / Surveys
UX Discovery Research

EXPERIENCE

TikTok / Staff Product Designer

Bellevue, WA / Feb 2024 - Present

- Recently lead design strategy and execution in support of two strategic 0-1 launches for the internal CRM platform team, partnering with cross-functional teams across Strategy, Operations, Marketing, Data Science, and multiple Product / Engineering functions:

1. TikTok's internal AI Sales Assistant (branded as "SalesAlly"), a copilot AI assistant supporting TikTok's global sales teams.

2. TikTok's internal CRM mobile application. **Two quarters post-launch - achieved a +2 CSAT improvement; increased adoption by ~38%; and improved Sales' time savings by ~20% on average for key workflows, contributing to revenue uplifts.**

- Lead a team of four designers who operated as the dedicated UX partner to the CRM product team. Implemented structured frameworks to improve the team's design critique culture, resource allocation practice, and quarterly planning process. Served as the CRM design team's liaison with cross-functional stakeholder groups, focus on maintaining alignment and trust.

Domino AI / Lead Product Designer

Seattle, WA / Mar 2023 - Feb 2024

- Drove design execution for a range of feature launches that aimed to enhance the data integration capabilities of Domino AI's flagship MLOps platform. Owned the end-to-end product design process from product discovery, user research, all the way to design execution and implementation QA.

Salesforce / Lead Product Designer

Seattle, WA / Sep 2021 - Mar 2023

- Lead the UX North Star initiative for Anypoint Monitoring - the Monitoring & Observability solution that belongs to Salesforce's data integration product family (Mulesoft Anypoint).
- Launched Anypoint Monitoring v.2 and addressed critical feature gaps. **Aided in contract renewal with major customers; achieved a +3 CSAT improvement; increased average MAU by ~30%, and reduced average time to issue resolution by ~34% (two quarters post-launch).**
- Lead a small team of two designers who operated as the dedicated UX partner to the Anypoint Monitoring product team. Advocated, designed, and incorporated a more user-centered design practice (emphasizing lean user research) into the existing product development process.

Oracle Cloud Infrastructure / Sr. Product Designer

Seattle, WA / Jan 2021 - Sep 2021

- Lead the UX North Star project for OCI's Data Catalog product. Drove an end-to-end discovery research study to identify primary problem themes and created a holistic user journey map based on research insights. Crafted design concept prototypes representing multiple interrelated workflows as part of the user journey map.
- Helped **secure funding from senior business leadership for OCI Data Catalog.**

Oracle Cloud Infrastructure / Product Designer (promoted to Sr. Product Designer)

Seattle, WA / Aug 2017 - May 2020

- Crafted design solutions for OCI's internal SecurityOps products. Helped launch v.1 of OCI's internal security monitoring and tracking solution. **Onboarded 80% of engineering teams two months post-launch, and reduced average time to issue resolution by ~45% (one quarter post-launch).**