

# michael anh-vu nguyen

Former architect,  
now Product Designer  
& career coach


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 sap123

 Chicago born & based

 Open to relocation

## design

 Sketch

 Invision

 Figma

 HTML/CSS

## research

Usability Sessions

User Interviews

Card Sorting

Persona Generation

Requirements Gathering

Google Analytics

Salesforce Analysis

Surveys

## sweet spots

PRODUCT STRATEGY

DESIGN OPS

DESIGN SYSTEMS

## full-time work

**SAP Fieldglass** Nov 2018 to present (2+ years)

- | Led design & research of 2 new apps in B2B space for new user types
- | Organized & presented at lunch 'n learns to elevate design culture and build partnerships across 300 person product development org
- | Created templates and processes for UX research, hiring, mentorship, collaboration with helpdesk team, & adding design system components

**SpotHero** Mar 2018 to Sep 2018 (7 months)

- | Led end to end design for internal tools in agile process, ran multiple rounds of onsite user observations, usability sessions, and pair design
- | Designs reduced customer service volume & case handling time
- | Created new card sorting tool using Google Sheets for use by UX team

**Nerdery** Nov 2016 to Nov 2017 (1 year)

- | Drove design and research of responsive websites for clients in grocery delivery, semiconductor manufacturing, fashion, & credit unions
- | Initiated co-design process with clients directly, resulting in shortened design cycles & increased stakeholder engagement

## education

**University of Michigan, Ann Arbor** Dec 2015

- | Master of Science, Information Science with focus in HCI
- | Includes 3-month internship with Thomson Reuters and class project to conduct UX research for IBM Bluemix (Platform-as-a-service product)

**University of Illinois, Urbana-Champaign** Aug 2012

- | Bachelor of Science, Architecture
- | 4 month architectural design internship with CAZA (internationally featured design firm in Brooklyn, NY) working on airport & high-rise structures in the Philippines that eventually got constructed

## awards

**Biggest Impact Award at Website Challenge** Apr 2017

Built a CMS website for Heartland Animal Shelter with Nerdery co-workers.

**1st place at GeoHacks Chicago Hackathon** Sep 2016

Created digital solution for natural disaster evacuation; presented work to National Geospatial-Intelligence Agency (US DoD) in Washington DC