

Dung 'Bi' Nguyen

UX/UI Designer

Self-taught User Experience and Experience Designer with a B.S. in Computer Science and two years of experience using creative, analytical, and technical skills to build and test surgical devices.

While working as an Engineer Technician, I became an empathetic individual and career switcher who wants to develop a well-thought product that can be useful to improving the daily lives of my users.

Projects

FGC Local App / Android Mobile App

Mar 2021 - April 2021

A mobile app that assists fighting game enthusiasts to search and find competitive events in their local area.

- Designed a mobile application for struggling fighting game players and organizers by performing user research and visual design. The application will assist them in searching and host competitions in their local fighting game community.
- Conducted a survey and interviewed 5 users to evaluate the problem and goal of the project. With the user research, established the visual design by using an empathy map, user personas, brainstorming, information architecture, and sitemaps to demonstrate a solution to the problem.
- Designed wireframe, clickable prototype, and tested using Maze app for usability testing of 10 users. Analyzed the usability testing to determine the outcomes users pain point in using the application.
- After completing the project, a fighting game enthusiast mentioned he would like to cooperate in designing this application.

Bay Plumbing Inc. / Website Redesign

Feb 2021 - April 2021

A local plumbing company with over 20 years of experience serving customers in the Bay Area. They specialize in both residential and commercial projects, from drain cleaning to emergency repairs.

- Collaborated with the client to redesign their website using user research and design process to pinpoint user needs and problems.
- Conduct user research to analyze five user interviews and usability testing to determine the company needs to develop trust and transparency for their customers by increasing website reviews to enhance customer revenue.

✉ dung.t.nguy3n@gmail.com

in [linkedin.com/in/dungtnghuyen](https://www.linkedin.com/in/dungtnghuyen)

📄 dungtnghuyen.webflow.io

📞 408-693-6681

Education & Certificates

B.S. Computer Science

San Jose State University

San Jose, CA

User Experience & User Interface Specialization

Visual Elements of
User Interface Design

UX Design
Fundamentals

Web Design: Strategy
and Information
Architecture

Web Design:
Wireframes to
Prototypes

May 2020 - Coursera

Skills

User Research

Competitive Analysis

Usability Testing

Surveys

User Interviews

Experience and Interaction Design

Interactive Prototypes
and Prototyping

Wireframing

Journey Mapping

User Persona

Storyboarding

Information Architecture

- Used Adobe XD software to redesign the wireframe and prototypes of all the pages of their websites to perform usability testing.

Work Experience

Engineering Technician / Intuitive Surgical

May 2019 - Present

Intuitive Surgical is a well-known medical device company specializing in developing surgical devices and invasive care for doctors.

- Successfully collaborating with multiple cross-functional teams to deliver new designs and software changes for surgical devices, new versions sold and used in Hospitals worldwide.
 - Created a localhost website to display all materials and resources to encourage new Engineer Technicians to learn the workflow faster, using Bootstrap, HTML, and CSS while creating and updating documents to help improve daily work structure.
 - Provide impactful and innovative opinions to support the new product release, including conducting detailed evaluations by simulating what outcomes a surgeon encounters if the device design is updated.
 - Increase the capacity of our team by refining our documentation and training materials to further the knowledge of our new trainees to improve user workflow.
- Trained engineers or technicians using hands-on experience to build and test
- surgical devices. Provide support and knowledge from a team of 4 technicians to 7.
- Earned a MAD (Made A Difference) award for driving the test of an engineered
- product that has been in development for two years.

Volunteer

Social Content Design & Data Analysis / UX Wizards

Sept 2020 - Present

UX Wizards is a design community of enthusiasts to share their knowledge and grow together.

Entry-Level UX/UI Designer/ Outside2Inside

April 2018 - November 2018

Outside2Inside is a non-profit organization that prevents food waste and spreads awareness by preventing, recovering, and recycling.

User Stories

Sketching

Technical

HTML

CSS

Java

Javascript

JQuery

Bootstrap

Github

MySQL

Wordpress

Project Management
Software

Tools

Research

Survey Monkey

Google Forms

UserTesting

Maze

Experience Design Software

Adobe Creative
SuiteUser

Adobe XD

Adobe Photoshop

Figma

Awards

MAD (Made A Difference) Award

Intuitive Surgical - May 2021

SJSU IoT Workshop (2nd place)

Aeris - May 2016