

# Jenny Nguyen

## User Experience Designer

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I'm passionate about creating the most intuitive and effective experience for users. I use my research and the human-centered thinking methodology to help develop products that fulfill customers' expectations and align with business needs.

### UX Design & Research Skills

User Research, Competitive Analysis, Usability Studies, Agile, Persona & Scenario Development, Video Editing, Sketching, Storyboarding, Wireframing, Prototyping, Leading Workshops and Rapid Iteration.

### Tools & Software

Illustrator, Photoshop, XD, Figma, InVision, InDesign, Premiere Pro, HTML, Balsamiq, Sketch, Zeplin, JIRA, Tableau, PowerBI, Slack, and Trello.

## Relevant UX Experience

APRIL 2021 – PRESENT

### EGENCIA (EXPEDIA GROUP / AMEX GBT) UX Designer

Currently designing solutions for Egenzia, a business corporate travel platform. As lead designer of the reporting suite, I work alongside product managers and engineers to redesign the reporting experience using designated design system. Tasks includes leading UX workshops, gathering research data, and creating low/mid/high fidelity prototypes.

JUNE 2019 – APRIL 2021

### AMAZON UX Designer

Designed solutions for PeopleInsight's global enterprise products: multiple reporting and web-based analytics tools to help enable Amazon's Human Resources and Operations leaders to make informed decisions. Tasks included usability testing, customer profiles, rapid iterating, leading workshops, and advocating for a stronger presence of UX within the product development roadmap. Tasks are completed within Agile structured two-week design sprints with weekly meetings alongside stakeholders for constant feedback.

JANUARY 2020 – JUNE 2020

### UBER UX Designer

Provided a proof of concept prototype to stakeholders on how Uber can use their current infrastructure to help local communities in emergency situations with a specified timeline of six months. Tasks included extensive research including subject matter expert interviews, dimensional analysis, case studies, competitive analysis, developing usability test plans as well as multiple design iterations alongside the RITE method.

JULY 2018 – MAY 2019

### ALL STAR DIRECTORIES UX Researcher

Produced user insights for Attain for Students: an education tracking app and providing content support and updates for core product. Tasks included user research, competitive analysis, ideation, usability evaluation, data analysis, refining personas, recruiting and conducting in-house user testing.

AUGUST 2016 – AUGUST 2017

### MICROSOFT Usability Researcher | Operations & Event Lead

Collected and captured usability data and feedback on Microsoft products. Projects included capturing sensor calibration for Windows Hello facial recognition software, motion sensitivity of HoloLens devices in different environments, and conducting quality assurance to improve machine learning accuracy in Bing images.

AUGUST 2012 – AUGUST 2016

### CENTER FOR LEADERSHIP & STRATEGIC THINKING Research Assistant

Analyzed Fritzzy Leadership Fellows program leadership data derived from Qualtrics surveys, transcribed and coded interviews to prepare data for research analysis centered on stages of leadership. Assisted in-game testing of CLST created game of Wheels Up.

## Education

UNIVERSITY OF WASHINGTON MS Human Centered Design & Engineering

2017-2020

UNIVERSITY OF WASHINGTON BA Environmental Studies

2012-2016