

khiemnguyen

Product Designer / Problem Solver

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(206) 335-1343

EDUCATION

University of Washington

M.S. Information Management
UX Specialization
June 2017

University of Washington

B.A. International Studies
June 2014

SKILLS

Tools

Figma
Sketch
Illustrator
InVision
Framer
HTML/CSS

Design

Interaction Design
Visual Design
Wireframing
Rapid Prototyping
Design Exploration
Information Architecture
Design Strategy

Research

Competitive Analysis
Usability Testing
Quantitative Analytics
Journey Mapping
Affinity Diagram
Personas
Interviews / Surveys
Storyboarding

EXPERIENCE

Amazon Web Services / Product Designer II

Seattle, WA / 2020 - 2021

- Drove the end-to-end UX direction for AWS' internal Financial Automation products. Owned the UX roadmap for a new automated financial P&L solution that will support a user base of 2,000+ finance analysts / managers within AWS Finance.
- Delivered the v.1 and v.2 designs for AWS' internal automated financial P&L solution within 8 months of joining the team. Drove the end-to end UX design process from problem framing, user research, iterative design, usability testing, dev handoff, to implementation QA.

Oracle Cloud Infrastructure / Sr. Product Designer

Seattle, WA / 2018 - 2020

- Owned the end-to-end UX direction for OCI's internal SecurityOps products. Partnered with cross-functional leaders to develop the UX strategy for OCI's SecurityOps organization.
- Collaborated with service team partners (technical program managers, product managers, engineers etc,) to remove design blockers through cross-teams communication.
- Helped launch v.2 of OCI's internal security monitoring and tracking solution. Onboarded 80% of internal engineering teams within 2 months of launch.

Oracle Cloud Infrastructure / Product Designer II

Seattle, WA / 2017 - 2018

- Partnered with cross-functional stakeholders to conduct user research and craft UX solutions for the delivery of customer-facing DBaaS, Compute, Networking, and Storage features (supported the closure of three major customer sales deals).
- Collaborated within the UI Platform team to help define, produce, and componentize a new design system and pattern library for designers and engineers' usage across OCI.

Microsoft / Product Designer

Redmond, WA / 2016 - 2017

- Collaborated with a product manager and primary users to ideate a concept from the ground up for Microsoft's internal Sales & Account Management CRM tool.
- Partnered closely with the Microsoft IT team to develop interactive prototypes through multiple rapid iterations of design and usability tests. Presented them to business, product, and engineering executives, as well as users at Microsoft Ignite 2017.

GE Energy Connections / Product Design Intern

Redmond, WA / Jun 2016 - Sep 2016

- Redesigned a mission critical software used by electrical grid operators to simulate power distribution environments for climate disaster response training.
- The project entailed the exploration and production of new feature designs based on modern usability and interface design standards, as well as overall usability improvements. The final design proposal was presented to business, product, and engineering leadership.