

# THINGUYEN

## EDUCATION

### University of Maryland

College Park, MD

Aug 2020 - May 2022

MS · Human-Computer Interaction

### Howard University

Washington, DC

Aug 2015 - May 2019

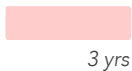
BFA · Summa Cum Laude  
Electronic Studio Major  
Computer Science Minor

## SKILLS

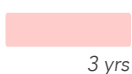
### Interaction & Visual Design



### User Research



### Usability Testing



### Figma, InVision, Sketch, Adobe XD



### Adobe Photoshop & Illustrator



### HTML/CSS




### JavaScript/jQuery



## CONTACT INFORMATION

 <https://thinguyen.me>

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 651 352 7144

## EXPERIENCE

Jul 22

Jan 23

### Mode • San Francisco, CA

#### Product Designer

- Created wireframes and mock-ups to tell user stories for the Mode Notebook and related product areas.
- Collaborated across a product team to drive solutions for data science workflows through in-depth user research and analysis.
- Maintained and enhanced Mode's visual design language by contributing to the Mode design system and rebranding process.

Sep 21

May 22

### Library of Congress • Washington, DC

#### User Experience Designer (Apprenticeship)

- Participated as part of a 400-hour Capstone project through UMD's iConsultancy.
- Built and documented a design system for CRS.gov based on the existing Congressional Research Service brand and the US Web Design System.
- Designed an enhanced user experience for online supportive text on LOC.gov through in-depth user research, solution ideation, and usability testing.

Jun 21

Aug 21

### SAP Fieldglass • Naperville, IL

#### iXp Intern - Junior User Experience Design Associate

- Delivered high-fidelity, detail-oriented mock-ups to illustrate design proposals that solve user pain-points for web and mobile apps.
- Collaborated with Developers, QA Analysts, Client Implementation, Helpdesk, and Product teams for design iterations.
- Analyzed qualitative and quantitative data for user research.

Sep 19

Jul 20

### Finagraph • Bellevue, WA

#### Web Program Manager & UX Specialist

- Applied modern, conventional UX/UI principles to build intuitive, appealing features to keep CashFlowTool one of the best cash flow management services on the market.
- Managed user research and testing to optimize and improve content, targeting, and customer experience.
- Created and implemented digital assets and websites to maintain and enhance Finagraph's online appearance.

Sep 18

Apr 19

### SiriusXM • Washington, DC

#### Design Intern

- Collaborated with team members to create user flows, wireframes, mockups, and prototypes for online customer services.
- Conducted user research and competitive analyses; collected and synthesized quantitative and qualitative data.
- Contributed to planning and conducting over 30 usability testing sessions.

Jun 18

Aug 18

### AvalonBay Communities • Arlington, VA

#### Digital Marketing Intern

- Managed online marketing content for over 200 apartment homes nationwide to maintain fulfilling user experience and web optimization.
- Provided internal graphics including flyers and brand style guide components.
- Consulted and assisted team members with design thinking during AvalonBay's website redesign process.