Jenny Nguyen

UX DESIGNER

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EXPERIENCE

UX Designer II

Publicis Sapient | May 2021 — Present

Clients: Verizon, Loblaw, Family Dollar, Keurig Dr Pepper, Conair Cuisinart

• Created 100+ deliverables such as user flows, wireframes, mockups, and prototypes throughout the design process to execute end-to-end mobile and web products

• Collaborated with cross-functional peers (engineering, product management, business stakeholders, etc.) to align customer needs, business objectives, and technical constraints

• Designed 5+ research prototypes for evaluative testing to inform design directions

• Led and executed 5+ responsive designs to accommodate different breakpoints (mobile, desktop, etc.) and languages (English and French)

• Led and conducted accessibility audits to ensure compliance with WCAG standards, creating inclusive and trustworthy experiences

• Mentored junior designers by guiding how to solve their client-facing design challenges and providing feedback

Design Coach

Northwestern University | Sept 2020 — Mar 2021

• Cultivated an environment of learning and growth by mentoring and providing feedback to 60+ design students working on digital experience projects

Product Design Intern

Walmart eCommerce | Jun 2020 — Aug 2020

• Applied research insights and iterated on a membership rewards system for mobile and web (Sam's Cash) that launched to 47 million Sam's Club members

• Created service blueprint and journey map to understand pain points and find 10+ opportunity areas for redesign in current user journey

SKILLS

Tools

Figma, FigJam, Mural, Miro, Asana, Jira, Confluence, Webflow

Design

Accessibility, Agile UX, AutoLayout, Competitive Audits, Design Systems, Feature Storyboards, Interaction Design, Journey Maps, Prototyping, Responsive Design, Service Blueprints, Systems Thinking, User Flows, Visual Design, Wireframes

EDUCATION

Northwestern University

MS, Engineering Design Innovation

University of California, San Diego

BS, Chemical Engineering with Minor in Design

CERTIFICATIONS

SAFe Agilist

Nielsen Norman Group: UX (In Progress)

Designing Complex Apps for Specialized Domains, Storytelling to Present UX Work, Service Blueprinting