

Khiem Nguyen

Product designer / Problem solver

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(206) 335-1343

EDUCATION

University of Washington

M.S. Information
Management - UX
June 2017

University of Washington

B.A. International Studies
June 2014

SKILLS

Design

Interaction Design
Visual Design
UX Prototyping
Information Architecture
Design Exploration
Design Strategy

Research

Competitive Analysis
Usability Testing
Quantitative Analytics
Journey Mapping
Affinity Diagram
Personas
Interviews / Surveys
UX Discovery Research

EXPERIENCE

Domino Data / Lead Product Designer

Seattle, WA / Mar 2023 - Present

- Working as the lead designer on a dedicated product team that primarily focuses on executing the company's MLOps generative AI strategy. Owning the end-to-end product design process from product discovery, user research, all the way to design execution and implementation QA.

Salesforce / Lead Product Designer

Seattle, WA / Sep 2021 - Mar 2023

- Partnered with cross-functional groups to lead the UX North Star Vision project for Anypoint Monitoring - the Monitoring & Observability solution that belongs to Salesforce's data integration product family (Mulesoft Anypoint). Helped launch Anypoint Monitoring v.2 - addressing critical feature gaps and aided in the contract renewal process with major customers.
- Built and lead a small design team that operated as the dedicated UX partner to the Anypoint Monitoring product pod. Advocated, designed, and incorporated a more user-centered design practice into the existing product development process.

Oracle Cloud Infrastructure / Sr. Product Designer

Seattle, WA / Jan 2021 - Sep 2021

- Lead the UX North Star Vision project for OCI's Data Catalog product. Drove an end-to-end discovery research study to identify primary problem themes and created a holistic user journey map based on research insights. Crafted design concepts representing multiple interrelated workflows as part of the user journey map.
- Secured funding from senior leadership for OCI Data Catalog. Worked closely with product management, design, engineering partners to define the design execution strategy.

Oracle Cloud Infrastructure / Sr. Product Designer

Seattle, WA / Aug 2017 - May 2020

- Crafted UX solutions for OCI's internal SecurityOps products. Partnered with cross-functional leadership partners to develop the product design practice for OCI's SecurityOps organization.
- Helped launch v.1 of OCI's internal security monitoring and tracking solution. Onboarded 80% of internal engineering teams within 2 months of launch.

Microsoft (via Filter Digital & Blueprint Technologies) / Product Designer

Redmond, WA / Oct 2016 - Jun 2017

- Collaborated with a product manager and internal users to ideate a concept from the ground up for Microsoft's internal Sales & Account Management CRM tool. Presented the prototype to business, product, and engineering executives, as well as customers at Microsoft Ignite 2017.