

huyenphan

Product Designer

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EDUCATION

UNIVERSITY OF MICHIGAN

Master of Science in Information
Human-Computer Interaction
Graduation: May 2019

BROWN UNIVERSITY

Bachelor of Arts
Economics & East Asian Studies
Graduation: May 2015

SKILLS

DESIGN METHODS

Brainstorming
Sketching
Storyboarding
Wireframing
Prototyping

RESEARCH METHODS

Contextual Inquiry
Comparative Analysis
Heuristic Evaluation
Usability Testing
Focus Group
Surveys

PROGRAMMING

HTML & CSS
Javascript
D3.js
jQuery
MySQL
PHP

DESIGN TOOLS

Sketch & Figma
InVision
Photoshop
Illustrator
InDesign
Framer.js
Balsamiq

LANGUAGES

English | Vietnamese
Japanese | Chinese
Korean

EXPERIENCE

OFFICE OF ACADEMIC INNOVATION | User Experience Fellow

Sep 2017 - Present | Ann Arbor, MI

Brainstorm, sketch, and iterate on designs for Problem Roulette, a web-based practice tool that allows students to study using past exam questions. Implement designs using HTML/CSS, Javascript and D3.js for Django-powered applications.

CANOPY - DESIGN CLINIC | User Experience Designer

Jan 2018 - April 2018 | Ann Arbor, MI

Conducted primary research and created user flows and wireframes for a new web application that facilitates end-of-life conversations.

RYUKYU INTERACTIVE | Front-end Developer

Oct 2016 - Aug 2017 | Ho Chi Minh City, Vietnam

Coded responsive user interfaces using HTML, CSS and Javascript and test front-end code to ensure cross-browser compatibility. Subscribed to modern workflows including automation via Grunt, BEM implementation via SASS, and version control via Git.

SIGNATURE WEALTH MANAGEMENT | Website Designer & Developer

Jul 2016 - Feb 2017 | Atlanta, GA

Overhauled and designed new conceptual mockups for company website. Executed the design and conducted compatibility testing across multiple browsers and devices.

LUGGAGE FORWARD | Logistics Analyst

Aug 2015 - Jul 2016 | Boston, MA

Improved the user interface of the web-based app by interviewing users and suggesting potential improvements to be implemented by head developer. Analyzed cost structures and service success rates to maximize competitive pricing and shipping efficiency.

PROJECTS

MAINTAINING SENIOR HEALTH | Product Development

Jan 2018 - April 2018

Collaborated with multidisciplinary team to develop a product aimed to improve health outcomes for senior adults. Led interviews for user discovery, brainstormed and ideated on product ideas.

GROCERS RIDE | Interaction Design

Sep 2017 - December 2017

Conceptualized and created a ride-hailing Android application aimed to provide students on a low budget with free rides to grocery stores.

FLINT PUBLIC LIBRARY | Contextual Inquiry

Sep 2017 - December 2017

Helped Flint Library develop a comprehensive and standardized method of collecting usage statistics and feedback from resource users.