

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

Card Sorting

Surveys

PROGRAMMING

HTML & CSS

Javascript

D3.js

JQuery

MySQL

PHP

DESIGN TOOLS

Sketch & Figma

InVision

Photoshop

Illustrator

InDesign

Principle

Framer.js

Balsamiq

LANGUAGES

English | Vietnamese

Japanese | Mandarin

Korean

EXPERIENCE

PIVOTAL SOFTWARE | Product Design Intern

Jun 2018 - August 2018 | New York, NY

Collaborated with product managers, designers, engineers and client teams to deliver two consumer-facing products for Fortune 100 companies using a lean and agile development process. Guided product decisions through user research, customer development, and iterative feedback loops. Designed lo-fi and hi-fi prototypes for cross-platform experiences.

OFFICE OF ACADEMIC INNOVATION | User Experience Fellow

Sep 2017 - Present | Ann Arbor, MI

Brainstorm, sketch, and create high-fidelity prototypes for academic tools such as Problem Roulette and ART. Implement designs using HTML/CSS, Javascript and D3.js for Django-powered applications.

CANOPY - DESIGN CLINIC | User Experience Designer

Jan 2018 - Apr 2018 | Ann Arbor, MI

Conducted primary research, created user flows, wireframes and high-fidelity mockups 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 tested 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.

PROJECTS

DOUGH | Product Design

Apr 2018 - Present

Create an application that simplifies and personalizes student loan management. Lead design sprints and gather insights through user testing and interviews.

MAINTAINING SENIOR HEALTH | Product Development

Jan 2018 - Apr 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 - Dec 2017

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