

Trish Nguyen

UX Designer and Researcher - Entry Level

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 @trishthuyn

My thoughts on design: I am passionate about creating interactive and thoughtful human experiences because a good design for me might not be a good design for you. After all, these problems involve people. They are complex and not everyone has the same building blocks. These dilemmas make me tick. I am eager to find and craft useful and innovative ways to connect with one another.

EXPERIENCE

June 2023-Present | **UI/UX Design and Research Intern**

Jewelry Television, Knoxville, TN

- Supported the UI/UX team at JTV in website enhancement
- Conducted usability tests to investigate pain points in the checkout flow
- Visualized findings to communicate UX research efforts in improving shopping experience
- Created landing pages for jewelry categories and optimized components for both desktop and mobile views
- Designed UI for in house web extensions
- Validated workflows and mockups through iteration and collaboration
- Crafted UI optimized for an e-commerce setting

December 2019-December 2020 | **Barista Shift Lead & In House Designer**

Sweetwaters Coffee & Tea, Nashville, TN

- Executed a positive attitude to build strong customer relationships
- Trained new employees on POS operations and food service protocol while delegating task amongst the team
- Oversaw sales through the POS system
- Designed and created large wall art to promote monthly products.

May 2018 — July 2018 | **Public Relations Intern**

St. Luke's Community House, Nashville, TN

- Collaborated with the design supervisor to create print and mobile advertisements for service
- Developed flyers and banners for the company website
- Handled mass emails to donors and charities surrounding the area
- Promoted the organization through local events

OTHER EXPERIENCE

2019-2023 | **President**

UTK Asian American Association Executive Board, Knoxville, TN

Previous positions: Historian, Social Chair, Vice President

- Organized and created social media posts
- Bilingual English—Native Vietnamese—Native
- Oversaw event plans and created roles
- Delegated tasks to carry out events efficiently
- Negotiated and budgeted for materials needed
- Coordinated events for 1000+ attendees

EDUCATION

2019-2023

BS Information Science

University of Tennessee
Knoxville, TN

SKILLS

Soft Skills

- Communication
- Event Planning
- Event Management
- Diversity, Equity, and Inclusion Trained

Toolbox

- C++
- Python
- HTML+CSS
- D3.JS
- Wordpress
- Figma

Research

- User Interviews
- Contextual Inquiry
- Affinity Mapping
- Usability testing
- Information Architecture
- Persona Development

Design

- UX ideation and workflow
- Prototyping
- Interaction Design
- Wireframing
- Information Visualization