

Michelle (Mischa) Nguyen

UX DESIGN | PRODUCT DESIGN

CONTACT

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ABOUT ME

I'm a compassionate designer who believes great design begins with empathy and a deep understanding of diverse perspectives.

With a strong background in sales and retail management, I've learned to keep the customer at the center of everything I do. I'm confident navigating ambiguity with adaptability and a solutions-focused mindset - qualities that helped me become a 3x consecutive President's Club winner.

I am driven by collaborative learning environments and possess a strong capacity for rapid growth. As a self-starter who consistently aims for high performance, I bring both reliability and a positive attitude to every team. I'm known for my dependability and approachable nature - often serving as the bridge between cross-functional teams to keep communication open and collaboration effortless.

SKILLS & TOOLS

- Competitive Analysis
- Market Research
- A/B Testing
- User Interviews
- User Flows
- Storyboarding
- Prototyping
- Wireframing
- Mobile and Web Design
- Information Architecture
- Figma
- Miro
- MS Suite

EDUCATION

- UI/UX Design Certificate

Springboard

2024-2025
- Bachelors of Arts in Fashion Business

Columbia College

2011-2015

PROFESSIONAL EXPERIENCE

UX/UI Designer

- Ortho Molecular Products

DEC 2025 - Present
- Sole UX designer supporting practitioner-focused platform enhancements, including individual discounts, onboarding, banking integrations, and registration/payment workflows.
 - Partner cross-functionally with IT, legal, accounting, sales, and customer support teams to translate operational requirements into scalable user experiences.
 - Modernize the platform through navigation redesigns, responsive UI updates, improved visual hierarchy, and streamlined financial workflows.
 - Redesign the mega menu and information architecture to improve discoverability, reduce friction, and better align navigation with practitioner needs.
 - Design API-driven experiences for registration verification, ACH/payment workflows, and account setup processes.
 - Improve platform consistency across desktop, tablet, and mobile through cohesive layouts, reusable components, and responsive interaction patterns.
 - Conduct user research, usability testing, and competitive analysis to inform product decisions and validate design improvements.

UX/UI Designer

- UBYOU Greeklife

FEB 2025 - Present
- Only designer on the team - Driving research, ideation, prototyping, and final UI design and working closely with stakeholder throughout the processes
 - Redesigned dashboard layout to enhance navigation, increase information clarity, and improve overall user comprehension
 - Improved information architecture by simplifying flows for clearer user experiences
 - Designed an event feature within the app that allows members to easily view, create, and manage upcoming events, with RSVP functionality for tracking interest and attendance
 - Ideated and designed new events feature by creating wire frames and prototypes
 - Conducted usability testing with new and current users to gain feedback and improve iterations

UX/UI Intern

- UBYOU Campus Wellness

JAN 2025 - FEB 2025
- Sole intern selected for part-time contract role, recognized for strong performance, initiative, and leadership
 - Defined MVP features and designed user flows for key pathways
 - Refined the site map for improved cohesion and clarity
 - Worked closely with the Design Lead in Figma to create wireframes, mockups, and prototypes while actively contributing to the development of the design system
 - Presented design concepts and iterations in weekly meetings with stakeholder and the Design Lead

Full Cycle Recruiter, Account Manager

- Amergis

MAR 2019 - MAR 2024
- 3x consecutive President's Club winner
 - Grew and split the East Valley Educational market
 - Promoted 2 recruiters to management
 - Increased Corrections Business account by 850%
 - Managed contract lifecycle and client retention
 - Full-cycle recruiting for medical professionals