Khoa Nguyen

Product Designer
Project Manager

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Education

B.F.A in Graphic Design
California State University,
Fullerton

A.A. in Graphic Design
Orange Coast College

Recognition

Certified Professional Scrum
Master (PSM I)

Graphis – New Talent Annual
2013 – Gold Winner

Orange County Design Award
2013 – Package Design Award

HOW Magazine – InHOWse
Design Award 2013

Professional Summary

Multi-disciplinary designer with experience in designing and delivering user-centered solutions. Proficient in working with cross-functional teams, driving strategic planning, conducting UX research, and crafting cohesive, user-centric solutions. Recognized for innovative design and strategic thinking, with a strong ability to bridge the gap between design and business goals.

Skills

User Research (user interviews, usability testing, A/B testing, competitor analysis)

Persona Creation, Customer Journey Mapping, Information Architecture

Wireframing, Prototyping

Design System, Accessibility Design

Visual Design (Typography, Color Theory), Responsive Design, Interaction Design

Figma, FigJam, Adobe, Miro, Slack, Jira

HTML, CSS

Problem-solving, Critical Thinking, Adaptability

User-Centric Design Approach

Design Thinking Methodology

Attention to Detail

Cross-functional Collaboration

Client/Stakeholder Management

Project Management

Experience

Lead UX/UI Designer & Project Manager @ Intelligaia
April 2017 - Current

Led end-to-end design projects for companies like Cisco, Harvard University, and Palo Alto Networks, delivering innovative solutions across diverse industries.

Redefined the enterprise B2B commerce experience for Cisco Commerce Workspace, resulting in a 3x faster deal cycle time, 5x increase in quote generation, and 90% fewer inconsistencies through a cohesive design system.

Drove user research initiatives, UX workshops, and persona development to inform design decisions, ensuring alignment with client objectives and user needs, increasing 95% partner satisfaction rating.

Presented upcoming product features to stakeholders, leveraging data-driven insights for strategic planning.

Managed multiple client projects simultaneously, consistently meeting deadlines, budgets, and quality standards.

Graphic Department Lead & UX/UI Designer @ RKS Design
December 2013 - May 2016

Designed engaging user-centered experiences for diverse clients from seed startups to Fortune 500 companies, maintaining a 98% client retention rate.

Partnered with cross-functional teams to develop innovative product designs and digital interfaces, boosting user engagement and brand loyalty.

Delegated tasks and created wireframes, prototypes, and high-fidelity designs to ensuring alignment with client goals and user needs, improved team productivity by 53%.