



Khoa Nguyen

Product Designer
Project Manager

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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.

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 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.

UX/UI Designer & Graphic Department Lead @ 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%.

Core Skills

Research

User Research - User Interviews - Usability Testing - A/B Testing - Competitor Analysis - User Persona - Customer Journey Mapping - Information Architecture

Design

Wireframing - Prototyping - Design System - Accessibility Design - Visual Design - Responsive Design - Interaction Design - User-Centric Design Approach - Design Thinking Methodology

Software & Technical

Figma - Adobe - Miro - Jira - HTML - CSS

Soft Skills

Problem Solving - Critical Thinking - Adaptability - Detailed-Oriented, - Goal-Oriented - Cross-functional Collaboration - Client/Stakeholder Management - Project Management

Education

Bachelor of Fine Arts in Graphic Design

California State University – Fullerton

Associate of Arts in Graphic Design

Orange Coast College