

NICHOLAS WONG

Senior UX / Product Designer

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PROFESSIONAL SUMMARY

Senior UX Designer with 5+ years of end-to-end product design experience across consumer web, e-commerce, and complex enterprise software. Led UX for products ranging from regional service businesses to industrial e-commerce catalogs to mission-critical defense systems — including IBCS, the U.S. Army's primary air and missile defense command-and-control platform, where I designed interfaces for operators under extreme cognitive load. Experienced owning design systems, conducting structured field research under real-world constraints, and driving cross-functional design processes in Agile/SAFe programs. Seeking a senior IC product design role where the depth of the process is valued as much as the quality of the output.

EXPERIENCE

Freelance UX Designer · MOOD Technology Consultancy

2025 | Remote (Chicago, IL)

End-to-end UX design and research for B2C and B2B web product engagements

- **Precision Garage Door** · Delivered a complete design package — wireframes, style guide, and high-fidelity responsive mockups (desktop + mobile) from blank canvas to dev-ready handoff.
- **Nugent Filters** · Led UX discovery for an industrial e-commerce redesign: competitive analysis, user flows across five core page types, lo-fi wireframes, and a visual style guide — giving the client a clear design direction for a complex product catalog.

UX Designer · Northrop Grumman

Jul 2019 – Apr 2024 | Huntsville, AL

Promoted from Associate UX Designer · Secret Security Clearance (Active 2019–2024) · Embedded in cross-functional Agile teams of 8–12 engineers and systems engineers across up to three simultaneous defense software programs.

- **IBCS (Integrated Battle Command System)** · UX designer on one of three teams building IBCS — the U.S. Army's primary air and missile defense C2 platform — modernizing a legacy operator interface to current UX standards and reducing cognitive load for warfighters making split-second decisions in time-critical environments. Also contributed UX work across C-RAM, FAAD C2, and JADC2 programs.
- **DE-MSHORAD** · One of two designers adapting a complex legacy desktop C2 interface for tablet deployment in field conditions — solving touch interaction, constrained screen real estate, and outdoor legibility simultaneously — extending the platform to a new deployment context.
- Owned the full UX process — including kickoff, scope, and timeline planning when serving as senior UX designer on a program — stakeholder interviews, task analysis, flows, wireframes, prototypes, and dev specs — across up to three concurrent programs, reporting into program PMs within a rigorous Agile/SAFe cadence.
- Conducted structured research with end users in classified environments, observing real usage patterns under high cognitive load and translating findings into validated design improvements that closed the gap between design assumptions and actual warfighter behavior.
- Contributed to a shared design system and component library adopted across all programs, reducing inconsistency and accelerating engineering handoff.
- Supported org-wide UX maturation efforts: conducted structured tool evaluations — trialing Figma, Sketch, UXPin, and InVision across live projects to assess fit for the team's needs — and redesigned internal websites to align with updated Northrop branding guidelines.
- Produced motion graphics and video content for program demos and executive presentations, increasing design visibility at the leadership level.

UX / UI Designer · Purdue University

Sep 2018 – Aug 2019 | West Lafayette, IN

Sole designer on a consumer IoT product · Collaborative Robotics Lab

- Owned the complete UX and UI of a companion mobile app for a consumer IoT device — from early-stage research and concepting through final production-ready designs — presenting and defending all design decisions independently to senior faculty stakeholders.

UX Researcher · Purdue University × Microsoft Research

Aug – Dec 2017 | West Lafayette, IN

Senior Capstone project · Four-person research team sponsored by Microsoft Research

- Researched how academics discover and navigate scholarly literature; findings directly informed the redesign of Microsoft Academic Search 3.0, which launched in early 2018.

UX Researcher · Purdue University × Ford Motor Company

May – Dec 2017 | West Lafayette, IN

Research team of three undergraduates and one graduate student evaluating internal engineering software; team presented findings directly to Ford management.

- Facilitated one-on-one interviews and process workshops with Ford engineers to surface mental model gaps in internal tools — all sessions recorded and analyzed via TechSmith Morae, synthesized into a prioritized affinity diagram and actionable UX recommendations presented directly to Ford management.

UX Designer · Purdue University × Brake Supply Co. (IN-MaC)

May – Aug 2017 | West Lafayette, IN

Research team of three undergraduates and one graduate student · Design and research engagement to digitize a paper-based parts tracking system for a manufacturing client through Purdue's IN-MaC research center.

- Co-led participatory design sessions with warehouse employees to translate paper-based parts tracking workflows into a validated digital system design.

EDUCATION

B.S. User Experience Design · Certificate in Entrepreneurship & Innovation

Dec 2018

Purdue University, West Lafayette, IN

SKILLS

Design: UI & interaction design, Wireframing & prototyping, Design systems, Responsive design, Motion design

Research: Contextual inquiry & field research, User interviews, Usability testing, Task analysis, Journey mapping, Heuristic evaluation, A/B testing, Competitive analysis

Tools: Figma, Sketch, Adobe Illustrator, Photoshop, After Effects, Premiere Pro

Process: Agile / SAFe, End-to-end product design, Cross-functional collaboration, Stakeholder management, Design systems ownership, Co-design, Design critique

Domain: Consumer web & mobile, E-commerce, Enterprise & complex systems, IoT / connected devices, High-cognitive-load environments, Defense / C2 software