

Viet Nguyen

Product Design Lead

Contact

<http://vietnguyen.design>
vnguyen.oh@gmail.com
513-262-0636

Education

University of Cincinnati

College of design, architecture,
art, and planning

BS, Graphic Communication Design

Nanyang Technological
University

2017 Abroad

Skills

UI/UX
Workshop facilitation
Problem Framing
Information Architecture
Insights gathering / analysis
Design critique
User testing
Co-design sessions
UX copywriting
Wireframes
Prototyping
Task analysis
Video + Photo
Cross-functional collaboration
Visual design
Interaction design

Experience

Dec 20 – Current • Remote



Thrivent
Product Design Lead

I drove Thrivent Digital's design practice growth by replacing consultants, maintaining/exploring projects, expanding our designer roster, and mentoring new members.

Feb 23 – Current
Product Design Lead

Jan 22 – Feb 23
Sr Product Designer

Dec 20 – Jan 22
Product Designer

- In 2 years, grew from 15 person team with 2 designers to 150+ team members with 30 designers; responsible for interviewing & onboarding product designers, and building design culture with product designers.
- Lead the creation of the design systems team with 8 team members, supporting 6 product teams
- Supported the launch of the mobile & rebuild of the mobile app (iOS, Android), reaching 600k users.
- Worked within a Tiger team to rebuild the self-service web experience; reaching functional parity with the mobile app.
- Promoted from Product Designer to Senior to Lead during this time.

Jun 19 – Nov 2020 • Chicago, IL / Remote



Kalderos
Product Designer

- Launched a pharmaceutical compliance web app, Kalderos Review, with a Series A start-up, reaching over 3,000 hospital systems and helping to identify \$100 million in non-compliant discounts
- Collaborated with the product team from discovery to delivery to ship a dashboard feature, helping build trust between covered entities and Kalderos

Sept 18 – June 2019 • Portland, OR / Remote



Simple
Product Design Intern

- Designed customer support features (mobile web via iOS and Android) for disputing transactions.
- Crafted a customer experience map to align internal teams with guidance from VP of Product.

Jan 18 – May 2018 • Chicago, IL



Doblin
UX Consultant

- Collaborated alongside a team of designers, strategists, and researchers to develop a new business offering and digital application for a Fortune 300 financial services organization.
- Primarily responsible for prototyping an app using Axure.

Sept 16 – July 2017 • New York City



**HBO,
Digital Marketing**
Junior Production
Designer

Created promotional web content for HBO shows on social media and HBO.com

Jan 17 – May 2017 • Cincinnati



**University of
Cincinnati**
UX/UI Designer

Designed an internal document searching tool

Jan 16 – May 2016 • Cincinnati



Northlich
Design Intern

Designed print and digital advertisements