Kaitlyn Nguyen

UX Designer

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Experience

UX Design Intern @ MSU College of Arts & Letters
May 2020 - Present — East Lansing, MI (Remote)

- Partnered with technical lead in creating training guides within Microsoft Word to manage content on WordPress
- Audited categorized news articles from WordPress analytics on Matomo to research user behavior
- Synthesized research to present impact of department website content through competitive analysis
- Ensured quality and usable deliverables by evaluating responsiveness of web properties on various devices
- Analyzed user flows to improve usability and accessibility of navigation on college department domains
- Migrated existing websites from Concrete5 to WordPress and ensured content was synced and updated

Teaching Assistant @ MSU College of Arts & Letters
September 2021 - December 2021 — East Lansing, MI

- Explored the role of collaboration in hybrid learning environments on Microsoft Teams and in-person
- Partnered with academic faculty to implement career-oriented strategies from the industry
- Assisted in outlining a curriculum based on research from student feedback and assessment from surveys
- Led discussions evaluating the user experience industry in a classroom environment
- Corresponded with guest speakers for remote Q&A and networking sessions

Education

Michigan State University
B.A., Experience Architecture
Class of 2022

3.9 / 4.0 GPA

Skills

Design
Sketching
Wireframing
Prototyping
Design Systems
UX Design
UI Design
Visual Design
Responsive Design

Research
Usability Testing
User Flows
User Interviews
Focus Groups
Surveys
Heuristic Evaluation
Competitive Analysis

UX Designer & Web Developer @ MI Diaries
May 2021 - October 2021 — East Lansing, MI (Remote)

- Designed and rebranded the MI Diaries website, a research project evaluating the change of language throughout the COVID-19 pandemic
- Collaborated with the client and iterated through sketches and wireframes to deliver a Figma prototype
- Created design solutions that aided to streamline accessible access of distributable media and audio diaries
- Performed usability tests of the sandbox website to ensure an accessible and responsive deliverable
- Established frameworks for short and long term plans for migration from Squarespace to WordPress
- Implemented brand guidelines through a Figma-based design system

UX Design Researcher @ MSU Hub
February 2020 - September 2021 — East Lansing, MI (Remote)

- Led the creation of trauma-informed heuristics to inform design principles for a university-wide essential needs portal
- Implemented UX decisions based on qualitative feedback from stakeholders and facilitated focus groups
- Researched essential needs to the local MSU community through persona development and surveys
- Collaborated with academia-affiliated researchers to explore solutions within the university
- Designed interactive wireframes and mock-ups for the essential needs resource portal using Adobe XD
- Delivered a Figma web-based prototype for future development

Tools
Figma
Adobe XD
Adobe Photoshop
Adobe Illustrator
HTML & CSS
Javascript

Projects

UXPA Journal Logo Redesign
Graphic Designer

Portfolio Website
UX Designer & Web Developer

Awards

Ford Scholarship for Human Centered Design
Fall 2019

Awarded for interest in human-centered design and understanding of design thinking to solve mobility challenges for the future of moving people and goods.