Joe Nguyen

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EXPERIENCE

Berkshire Grey — Lead UX/UI Designer / Design Technologist
Remote | *Oct '21 - Jan '23*

- Lead the HMI design of BG's Next Generation Mobile Robotic Platform, BG Flex. Defining user requirements and creating the Next Gen Design System.

- Quickly ideated new design solutions for near- and long-term customer needs. Delivering pixel perfect mockups, prototypes with detailed workflow documentation, and production ready code.

- Design evangelist, working closely with engineers, developers and product managers to educate and advocate for best design practices.

Toast — UX Design Intern
Remote | *Jun '21 - Aug '21*

- Worked on the Order & Pay team, designing Toast's new mobile QR code based restaurant service product.

- Planned and executed generative user research studies, such as surveys and interviews to generate insights to guide product development.

- Collaborated with product and engineering teams to understand users, and designed intuitive experiences across responsive web and native mobile platforms.

Treehouse Techdegree — UX Design Apprentice
Remote | *Jan '20 - Aug '20*

- Re-designed an e-commerce site to align with new business goals, modernize the look and feel, build a stronger sense of community and increase sales.

- Executed UX and UI design process from research to prototype to create a safer, more efficient Covid grocery shopping experience.

- Designed, prototyped and user tested a B2B email marketing web app to allow small business owners to easily manage online campaigns.

Selux Diagnostics — Product Design Engineer
Boston, MA | *Jan '20 - Aug '20*

- Led design change to increase machine output by 30% and improve user workflow, leading to a better end experience.

- Worked closely with the Microbiology and Engineering team to determine user flows and error states for the *"Instructions for Use"* to support upcoming clinical trials.

Becton Dickinson Medical — Clinical / Usability Product Engineer
Andover, MA | *Apr '17 - Apr '19*

- Planned and conducted user testing, in the form of clinical and human factor studies, in order to evaluate user needs and device performance (e.g. task based, A/B testing, user interviews, usability testing).

- Collected and analyzed complex qualitative and quantitative data to communicate insights to stakeholders and other department team members. User advocate who understands business goals.

EDUCATION

Treehouse Techdegree
UX Design
Jan '20 - Aug '20

General Assembly
UX Design
Oct '19

University of Massachusetts, Lowell
B.S. Mechanical Engineering
Sep '11 - Jun '16

Capstone: Effects of 3D Printed Microchannels on the Mechanical Properties of Carbon Fiber

SKILLS

DESIGN
UX Design
Visual Design
Responsive Design
Sketches
Wireframes
Final Mockups
Rapid Prototyping

RESEARCH
Usability Testing
User Interviews
User Surveys
Personas
A/B Testing
Diary Studies
Competitive Analysis
Moderated & Unmoderated

DESIGN TOOLS
Figma
Adobe XD
Miro

DEVELOPMENT TOOLS
HTML
CSS/SCSS
JavaScript
React
Github

PROJECT MGMT
Confluence
Jira