

# Dune Nguyen

## UX Engineer

- ⇒ Strong belief in understanding the user by using data gathered through various research methods and analytics to make informed design decisions.
- ⇒ Multi-credentialed with front-end and back-end development experience, including training and foundational work in software engineering, web design, and ux research.
- ⇒ Extremely well-versed in collaborating with managers, developers and application engineers to produce lauded deliverables.

## EDUCATION

### University of Michigan

MS in Information (2017)  
Human-Computer Interaction  
Deans Emeriti Half Tuition  
Scholarship

### University of Alberta

BSc in Computer Engineering  
(2000)

### UC Santa Cruz Extension

Web Development  
Coursework (2006)

## WORK EXPERIENCE

### Front-end Developer .....Jul 2019 to present

Synopsys

- Develop reusable UI components for AEM web pages and Marketo marketing automation
- Work closely with UX designers in design reviews of emails, landing pages, UI components while advocating for best practices in UX, accessibility, SEO, compliance, and high quality

### Web Developer .....Oct 2017 to July 2019

San Mateo County Transit District

- Wrote the request for proposal for re-design of public facing websites outlining the requirement to apply a user centered approach
- Represent Caltrain and SamTrans in meetings for design of Clipper mobile app
- Design and develop web experiences of marketing and communications for mobile apps, veterans, seniors, shuttles and special event pages often guided by user research

### Front-end Developer ..... June 2017 to Jan 2018

Message Blocks / Connect Space – *early stage start-up*

- Implement front-end of new marketing website using Statamic [www.connect.space](http://www.connect.space)
- Design and conduct usability tests, surveys, interviews, and competitive analysis
- Create UI features using Ruby on Rails, jQuery, Javascript, React, HTML and CSS

### Web Designer .....Nov 2015 to April 2017

University of Michigan Ford School of Public Policy

- Implement front-end development on several public facing websites

### Web Designer / Developer .....Sept 2016 to Feb 2017

University of Michigan Herbarium

- Design and configure new Drupal website. Used python to read excel sheets of 60000 specimen, used Box API to link to images, used Google Maps API for latitude/longitude

### User Experience Intern..... June 2016 to Aug 2016

Razorfish

- Conduct web audit and research to re-design non-profit website

### Senior Software Engineer in Test / Quality Software Engineer ..... 2001-2015

Synopsys / Synplicity

- Develop front-end and back-end of web reports eagerly anticipated by 100+ engineers across all product lines. Thousands of regression failures were categorized. Automate collection and synthesis of test metrics to create failure reports and dashboards.

## VOLUNTEER EXPERIENCE

### Interaction Design Project ..... Jan 2016 to April 2016

University of Michigan Design Clinic for Galileo MD – *3<sup>rd</sup> place prize*

Conduct surveys, interviews, usability tests, focus groups for user centered design of hi-fi prototypes for a mobile app medicine pill reminder system in student team of 4

[www.dunetran.com/portfolio](http://www.dunetran.com/portfolio)

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## UX Tools / Methods

Usability Testing  
Surveys  
Interviews  
Heuristic Evaluation  
Competitive Analysis  
Market Research  
Affinity Diagrams  
Interaction Design  
Graphic Design  
Prototyping  
Wireframes  
Personas

## Software

Photoshop  
Illustrator  
Axure  
Sketch  
Qualtrics  
Survey Gizmo  
Google Analytics  
SPSS  
Perforce  
Git  
Marketo  
Eloqua

## Tech / Languages

HTML  
CSS  
Sass  
JavaScript  
jQuery  
AJAX  
React  
Bootstrap  
AEM  
Drupal  
RestAPI  
MySQL  
Python  
PERL  
Linux  
Kornshell