

# Nathan D. Nguyen

UX Designer with a proven track record in understanding and solving complex enterprise problems. Seeking to create research-driven solutions that are efficient, intuitive, and empowering to users.

## **Professional Experience**

### **Lowe's**

Senior Product Designer | 2020 – 2026

- Designed the user experience for an algorithm engine that empowered data quality analysts to accurately flag and report data quality errors to external vendors, resulting in an increase of 15% data correction rate at the initial launch
- Designed an application that enabled quality assurance analysts to create and manage stop sales, recall, and release projects, effectively helping the company avoid potential fines totaling millions of dollars
- Delivered a product that serves as a centralized hub of quality assurance-related data, thus saving internal associates countless hours of searching across several third party platforms in order to complete their work
- Partnered with a larger product team on a project planning platform designed to facilitate cross-functional team collaboration via customizable workflows, centralized tasks and documentation, and project tracking and reporting.
- Regularly facilitated design review sessions in which fellow product designers share progress and receive feedback on their respective projects
- Created and contributed custom components to the company's Design System Library

### **Wells Fargo**

UX Researcher | 2019 – 2020

- Recruited global users and led iterative prototype testing sessions as part of the company's effort to improve usability and information architecture of the international intranet site
- Carried out remote card sorting sessions and analyzed studies' data to better understand how internal users group and label navigational elements on an internal application
- Conducted interviews with international users and built persona profiles to identify pain points and opportunities unique to different regional demographic
- Communicated research findings with designers, product owners, and stakeholders to inform future content strategy and design directions

## **Education**

B.A Exercise Science | Georgia Gwinnett College | 2013

General Assembly UX Design | 2018