

\Kephas Nguyen

USER EXPERIENCE DESIGNER

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WORK EXPERIENCE

- **Senior User Experience Designer, Full Time.**

Ergosign GmbH.

Oct 2022 - Present

Conceptualized and redesigned applications for the banking sector and improved its usability score from **52.15** to **68.04** after the first iteration and **71.65** after the second iteration evaluating with the UMUX-Lite questionnaire.

Analyzed legacy applications to highlight problems and evaluated their potential for improvement. Based on the insights, I conceptualized, redesigned, and unified legacy applications to meet modern business requirements.

Conceptualized internal applications for managing customer issues and internal processes with a focus on enabling **omnichannel management**.

Conducted **user research** and **usability tests** and evaluated the information gathered to generate ideas and iterate on prototypes and mvps.

Managed communication with stakeholders and development teams. With them, I discussed and planned on how to approach implementation for future product requirements.

- **User Experience Designer, Full Time.**

Yello Strom GmbH.

Nov 2020 - Sept 2022

Conducted **user research** and facilitated **design thinking workshops**.

Developed ideas into PoCs and MVPs within 4 weeks using **user-centric** design processes, and evaluated them with usability and user tests.

Designed new features and **overhauled the visual design** for an early version of an e-mobility platform.

Designed landing- and product pages for new product launches. I also conceptualized the **customer journey** for acquiring that product based on feedback from user interviews.

Maintained the **company design system** and co-developed with the design team a redesign of it. Also maintained and edited blog articles using the company's **content management system**.

PROJECTS

- **upSport, Case study.**

Personal Project.

Did user research, ideation, prototyping, visual design, and user testing. This app was developed through 3 iteration cycles.

- **NAVIN Indoor Navigation, University course.**

University of Applied Sciences Cologne.

Conceptualized an indoor navigation app with self modelled 3D Objects made with Blender. This app was designed based on insights from user interviews that I conducted.

SKILLS

- **Tools.**

Figma, Antetype, Sketch, Adobe XD, InDesign, Balsamiq, Invision, Photoshop, Illustrator, Webflow, Contentful, Blender, Jira, Miro.

- **Knowledge.**

User Interviews, Workshop Moderation, Qualitative Research, Usability Engineering, Visual Design, Lean UX, Design Thinking, Workshop Moderation, Scrum, Kanban, Design Developer Handoff, Stakeholder Management, Rapid Prototyping, **Empathy**.

EDUCATION

- **B.Sc. in Computer Science and Media.**

University of Applied Sciences Cologne.

2017 - 2020

INTERESTS

Anime, Frieren/Stein's Gate.

Videogames, Elden Ring/Baldurs Gate 3.

Language, German/English/Vietnamese.