

Lauren Nguyen

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PROFESSIONAL SUMMARY

Research-driven UX designer with a background in Human Centered Design and community focused work. Skilled in user interface design, usability research, and presenting end to end solutions. Seeking opportunities to apply curiosity, empathy, and innovation to create meaningful real world impact.

WORK EXPERIENCE

Apple | Product Experience Specialist | Tukwila, WA *October 2024–Present*

- Uncovered customer needs to deliver tailored solutions, achieving 95%+ satisfaction rate
- Identified recurring usability challenges through data analysis and proposed improvements that streamlined workflows and reduced resolution times
- Guided users through product features with a focus on intuitive interaction, improving overall product adoption

Aki Kurose MS | Program Manager | Seattle, WA *March 2024–Present*

- Managed ultimate frisbee program with over 80 students and 8 staff across 3 teams, fostering camaraderie and teamwork and strengthening community engagement

Starbucks | UX Intern | Seattle, WA *June 2022–September 2022*

- Project lead in accessibility-focused redesign initiative to enable partners with disabilities to work at Drive Thrus, applying inclusive design principles to workplace environments
- Collaborated with cross-functional teams to design and test 6 prototypes at multiple fidelities
- Synthesized research insights into actionable design recommendations for stakeholders that improved usability

PROJECT EXPERIENCE

UW Institute on Human Development & Disability | Capstone Project *January 2023–June 2023*

- End to end UX project improving wayfinding for visitors to the UW IHDD
- Conducted user research through surveys, interviews, and architectural mapping to better understand patients, staff, and physical space
- Designed, produced, and implemented navigational aids throughout building
- Recognized with the HCDE UW Senior Capstone Award in Innovation

EDUCATION

University of Washington | Seattle, WA *September 2019–June 2023*
B.S. Human Centered Design and Engineering

SKILLS

Design	Prototyping, Wireframing, Interaction Design, 3D Modeling, Design Systems
Research	Interviews, Qualitative Analysis, Usability Testing, A/B Testing
Tools/Languages	Figma, Miro, Adobe Suite, Canva, Python, HTML, CSS, Project Management