

JENNY NGUYEN

UX/UI DESIGNER



CONTACT

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TECHNICAL SKILLS

User Research

Usability Testing

User Flows

Journey Mapping

Information Architecture (IA)

Wireframing

Interactive Prototyping

Interaction Design

Responsive Design

Accessibility (WCAG)

TOOLS

Figma

Marvel App

Adobe Photoshop

EDUCATION

Degree in Arts, Technology, and Emerging Communication

University of Texas at Dallas 2022

Google UX Design Certificate

Coursera 2025

UX/UI BACKGROUND

Successfully completed courses in Design Research, Interaction Design, Strategic Design, and Internet Studios. These courses allowed me to acquire hands-on skills in wireframing, prototyping, coding, and user research. I also completed the Attitudes and Behaviors course, which enhanced my understanding of how design influences psychology. This knowledge enables me to create more user-centered and impactful experiences. Additionally, I completed the Google UX Certificate, further enhancing my expertise in user-centered design, research, and prototyping.

WORK EXPERIENCE

Accounting Assistant III

Complete Care - Southlake, TX

2025-Present

- Recorded daily deposits, journal entries, and business metrics in Sage Intacct, maintaining accurate data that supported informed business decisions.
- Managed end-to-end accounts payable processes, collaborating with internal teams and vendors to improve efficiency and provide a positive stakeholder experience.
- Analyzed financial data and reconciled accounts using Excel, identifying discrepancies through strong analytical thinking and attention to detail.
- Collaborated on the creation of Tableau dashboards and reports, transforming complex financial data into clear, user-friendly visualizations that improved accessibility and decision-making.
- Worked cross-functionally to support process improvements and ensure accurate, efficient financial operations.

Project Coordinator/Manager

Kingdom Flooring & Remodeling - Plano, TX

2023-2025

- Coordinated communication between clients, internal teams, and vendors across 10+ projects, translating stakeholder needs into actionable project requirements while maintaining a 99% client satisfaction rate.
- Conducted research to identify user and business needs, evaluate solutions, and recommend improvements that streamlined workflows and enhanced project outcomes.
- Partnered on website improvement initiatives by gathering user feedback, analyzing pain points, and recommending design enhancements to improve the overall user experience.
- Collaborated with cross-functional teams to align project goals, user needs, and business objectives throughout the project lifecycle.
- Mentored two team members by providing guidance, documentation, and process support, strengthening team collaboration and consistency.

Pharmacy Technician

Tom Thumb Pharmacy - Plano, TX

2022-2023

- Resolved questions from healthcare providers and patients by identifying needs, researching solutions, and delivering accurate, user-focused support.
- Managed competing priorities in a fast-paced environment while maintaining accuracy and efficiency to ensure a positive customer experience.
- Conducted research on new medications and procedural updates to provide accurate information and support informed decision-making.
- Identified opportunities to improve workflows and collaborated with team members to maintain efficient pharmacy operations and high-quality service.
- Maintained meticulous attention to detail while processing prescriptions and organizing medications, ensuring accuracy and compliance in a high-stakes environment.