

Thao Nguyen

email: thaottnguyen03@gmail.com | tel: (510) 396-9553

Skills

Figma | UX Research | Design Thinking | Information Architecture | Data Mapping | Rapid Prototyping | Python | R | JavaScript | HTML | CSS

Relevant projects

UX Research & Design: Helping first-time voters better engage with the issues in their state and local elections

- Designed a civic engagement tool to help first-time voters build confidence and understand the voting process through personalized, transparent experiences.

UX Research & Design: JAMR

- Researched and designed an intuitive, engaging experience that makes discovering and managing music feel exciting.

UX Research & Design: Connecting Deaf Job Seekers & Sign Language Interpreters

- Conducted comprehensive research and designed a platform prototype to support autonomy and trust in the interpreter selection process.
- Utilized Figma to create collaborative prototypes, enhancing accessibility and inclusivity through iterative user feedback.

UX Research & Design: SJSU Mentor App

- Designed app to connect mentors with mentees based on shared interests and goals, strengthening community connections for students.
- Integrated in-app messaging, forums, and feedback features to support relationship-building and learning, emphasizing user needs and continuous improvement.

Web Development: Emotion Garden

- Implemented clickable, interactive elements.
- Built the front end using HTML, CSS, and developed interactive JavaScript elements for user engagement.

Work experience

UX Intern

Ciena Corporation

Jun 2025 - Dec 2025

San Jose, CA

- Enhanced efficiency for technicians through an AR-based mobile scanning tool
- Streamlined support & troubleshooting and navigation workflows in internal and partner portal
- Advanced design system scalability and accessibility

Research Assistant

San Jose State University - Virtual Environments, Cognition, & Training Research (VECTR) Laboratory

2023-2024

San Jose, CA

- Conducted data collection sessions to assess communication efficacy in healthcare handoffs.
- Helped develop and test checklists intended to improve handoff standardization and minimize human error.
- Assisted in designing experiments to evaluate the impact of cross-functional teams and sensory inputs on patient handoff accuracy and efficiency.
- Compiled findings into reports and prepared visual aids for presentations.

Tutor

Fremont Main Library

2022 - 2023

Milpitas, CA

- Built credibility and trust with students by consistency and follow through with 1:1 meetings

Small Business Owner

E-commerce

2015 - Present

Fremont, CA

- Managed buying and selling of goods online via third-party sales venues such as Amazon, eBay, Poshmark, Offerup, Depop, and Mercari

Education

BA in Psychology

San Jose State University

May, 2025

San Jose, CA

- Minors in Applied Computing & Interaction Design
- Summa Cum Laude, GPA 3.94