

Thuy Luong

User Experience Designer

Austin, TX | thuy419@gmail.com | [Portfolio](#)

PROFESSIONAL SUMMARY

A user experience designer with 4+ years of experience, leveraging my expertise in human behavior and empathy-driven research to craft practical solutions.

EXPERIENCE

BP3 Global, Austin, TX - *User Experience Designer*

November 2021 - PRESENT

- Decreased support tickets by 30% for a legal services application by performing a heuristics evaluation and delivering designs to improve usability.
- Implemented UX agile practices and reinforced agile practices that increased the delivery velocity by 12%.
- Launched design system and content guidelines, leading to improved brand consistency and accelerated feature delivery across 5 product teams.
- Led product requirement workshops for a legal services app, clarifying scope and aligning business and technical stakeholders to expedite product delivery.
- Authored and implemented new SOPs for design-to-dev handoff, improving sprint velocity by 15% and standardizing the process for all designers.

HCA Healthcare & Advent Health, Austin, TX - *Occupational Therapist*

December 2016 - November 2021

- Conducted 1-on-1 needs assessments with patients, synthesizing complex personal and medical factors to create actionable, patient-centered care plans.
- Researched, tested, and implemented new assistive technologies and tools, training patients and families to ensure adoption and compliance with safety standards.
- Presented progress reports to interdisciplinary teams of doctors and stakeholders, advocating for patient needs to drive care strategy.

EDUCATION

Designlab, San Francisco, CA - *Certificate in UX Academy*

American International College, Springfield, MA - *Master's in Occupational Therapy*

University of South Florida, Tampa, FL - *Bachelor's in Public Health*

SKILLS

- **Design:** Design Systems, Visual Design, Interaction Design, Journey Mapping
- **Strategy & Process:** Design Strategy, Agile UX, User Story mapping, Workshop Facilitation
- **Technical:** HTML & CSS