


# Thuy Luong

## User Experience Designer

 [thuyluong.com](http://thuyluong.com)

 [thuy419@gmail.com](mailto:thuy419@gmail.com)

 [linkedin.com/in/thuy-luong/](https://www.linkedin.com/in/thuy-luong/)

---

## Experience

### User Experience Designer | BP3 Global

November 2021 - Present  
Austin, TX

- Collaborated with the product and engineering teams to create user story maps and a delivery strategy that aligned with the roadmap and business objectives for a customer-facing application.
- Developed the design strategy for enterprise applications and executed on an end-to-end process that included discovery workshops, user research, creating backlog requirements, and delivering high-fidelity design assets.
- Implemented a governance process and maintained the design library for a design system used by product and engineering teams.
- Created visuals to communicate insights from user research and workshop data across a cross-functional team that included executive stakeholders, Product Managers, Engineers, and QA.
- Led the internal initiative to create standard operating procedures for delivering design system assets for all design engagements.

### Occupational Therapist

October 2018 - November 2021  
Austin, TX

- Collaborated with patients and clients to improve outcomes utilizing in-depth expertise of human behaviors and integrating research methods for best practices.

## Education

### UX Academy | Designlab

November 2021

### M.S. Occupational Therapy | American International College

August 2018

### B.S. Public Health | University of South Florida

August 2014

## Skills

Agile UX,  
Business process modeling,  
Design systems,  
HTML & CSS,  
Interaction design,  
Journey mapping,  
Moderated UX testing,  
Product backlog requirements,  
Product management,  
Requirements synthesis,  
UI design,  
UX design,  
UX strategy,  
User flows,  
Workshop facilitation