

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

Enterprise Accounting SaaS

- Led product requirement workshops, clarifying scope and aligning business and technical stakeholders to expedite product delivery for enterprise accounting software.
- Delivered designs for a billing feature that decreased user error by 28%, contributing to overall improved business revenue.
- Implemented and reinforced UX agile practices that increased the delivery velocity by 12%.

B2B Legal Tech Platform

- Decreased support tickets by 30% for a legal services application by performing a heuristic evaluation and delivering designs to improve usability for a B2B platform.
- Aligned stakeholders and delivered designs for the platform's invoicing feature that improved revenue by 5% within the first quarter of release.
- Launched the platform's design system and content guidelines, leading to improved brand consistency and accelerated feature delivery.

HCA Healthcare, 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.

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