
Thuy Luong

User Experience Designer

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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%.
- Created a design system for the product and engineering teams by facilitating increased delivery time and reducing the risk of bugs with reusable components.
- 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 legal services application.
- Led initiatives to create standard operating procedures for delivering design system assets for all design engagements.

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

December 2016 - November 2021

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

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

Agile development, Agile UX, business process modeling, design strategy, design systems, HTML & CSS, interaction design, journey mapping, product management, user story mapping, visual design, workshop facilitation