


Thuy Luong

User Experience Designer

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Experience

User Experience Designer | BP3 Global

November 2021 - Present / Austin, TX

- Led the UX design initiative to improve user adoption and satisfaction ratings for a data migration application by crafting an improved UX and workflow.
- Designed end-to-end deliverables including business requirements synthesis, user flows, wireframes, and high-fidelity deliverables.
- Collaborated closely with product management and engineering teams to manage the end-to-end product lifecycle.
- Led the design system initiative by defining global design patterns and governance processes while maintaining the client's brand identity.
- Conducted design thinking workshops to define the business problem and prioritize a product roadmap.

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

UX strategy,
Project
management,
Agile development,
User flows,
Requirements
synthesis,
Design systems,
Experience
mapping,
Wireframes,
Prototypes,
Product
management,
HTML & CSS