

# Kaylie (Diep) Nguyen

A curious and empathetic UX Designer interested in designing *for* people and *with* people

**Portfolio:** [kayliediepnguyen.com](http://kayliediepnguyen.com) | **LinkedIn:** [in/kaylie-diep-nguyen](https://www.linkedin.com/in/kaylie-diep-nguyen) | **Email:** [kaylie.diep.nguyen@gmail.com](mailto:kaylie.diep.nguyen@gmail.com)

## EDUCATION

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### Drexel University

Philadelphia, PA, USA

BS in User Experience & Interaction Design, Minor in Psychology

Graduation Date: June 2026

- GPA: 3.92

## WORK EXPERIENCE

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### Microsoft

Redmond, WA, USA

#### UX Design Intern

June - September 2024

- Collaborated with stakeholders (product manager, content designer) to revamp the navigation and interface of the Azure for Students (A4S) platform, increasing user activities and engagement of around 200,000 students
- Created a new feature for the platform - Personalized study plan - which supports students who are new with cloud computing, which accounts for 50% of potential new users
- Integrated Microsoft Copilot AI prompts and features to provide real-time support and automatically adjust students' personalized study plans based on their progress and preferences
- Surveyed 130+ students, conducted card sorting and usability testing with 9 users to study students' experience with cloud computing and A4S, making research-driven, user-centered design decisions throughout the project

### Sharing Excess

Philadelphia, PA, USA

#### UX Design Intern

April - September 2023

- Led an end-to-end UX design project: from conducting user research and participatory design, prototyping design solutions, to working with interdisciplinary teams to usability test and iterate on the design for high-quality implementation
- Designed a web app that streamlined warehouse employees' work process by 70% and minimized the risk of human error and data discrepancies by 75%
- Optimized the company's design system and website, increasing website traffic by 30% and user engagement by 75%

### College of Computing & Informatics, Drexel University

Philadelphia, PA, USA

#### Research Assistant

June 2022 - June 2024

- Collaborated with professors and PhD students to conduct surveys and user interviews on adolescents' perspectives and experience with mental health peer mentoring
- Analyzed 500+ social media conversations and 120+ survey responses on Microsoft Excel using qualitative coding method
- Visualized the data results in 50+ bar graphs and transformed them into research findings and design opportunities

## SKILLS

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- **UX Design:** Responsive Web Design, Mobile App Design, Wireframing, Prototyping, Information Architecture, Interaction Design
- **UX Research:** User Journey Map, Affinity Diagramming, Card Sorting, Usability Testing, User Interview, Surveys, Field Studies, Focus Group, UX Workshops, Qualitative Data Analysis
- **Software:** Figma, Adobe Photoshop, Adobe Illustrator, G Suite, Microsoft Office

## HIGHLIGHTS

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- Nomination for the [UX Design Awards 2024](#) - a Global Competition for Excellent Experiences
- Research Publication at [ACM CHI 2023](#) Conference on Human Factors in Computing Systems
- Organizations: DrexelCHI (vice president), PhillyCHI (guest speaker), AIGA Philly (volunteer)