


tuyen truong


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experience

Product Designer, Dropbox

Seattle, WA | Feb 2020 - Present

Led product design on an internal tool that powers the company's growth experience engine. Contributed to a new feature that enables growth managers to add promotions to ad campaigns. Project managed the migration of ad components to the new design system; created a regional component library to document the design, writing, and usage guidelines of those ad components to save product teams' time and bring consistency to end customers.

UX Designer II, Expedia Group

Seattle, WA | Feb 2018 - Jan 2020

Collaborated cross-functionally with product, engineering, writing, and research to improve the multi-item bundling and post-purchase efforts on Expedia.com. Applied user-centered design methodologies to move customer problems through understanding, ideation, iteration, and implementation. Most impactful project involved rethinking the error experience in the packages shopping path.

Product Designer, Washington State Opportunity Scholarship

Seattle, WA | Feb 2018 - Feb 2018

Adopted rapid sketching, wireframing, and prototyping to solve a multi-user problem for a non-profit organization. Delivered an InVision prototype, Figma file, and presentation for a solution that streamlines the sign-up process, optimizes the matching of mentors with scholars, and supports the growing capacity of the Skills that Shine program, which connects low-income students with industry professionals.

UX Design Consultant, IBM iX

San Francisco, CA | Oct 2017 - Jan 2018

Unified the web and mobile app experience for the second largest supermarket chain in North America. Contributed to the beginning process of creating a design system for the client; applied visual design techniques including typography, composition, and information hierarchy.

UX Design Intern, Avvo

Seattle, WA | July 2017 - Aug 2017

Owned a 4-week long project aimed to reduce bounce rate on the high traffic page, Avvo.com/ask-a-lawyer. Created and tested two prototypes in the research lab and worked with engineers to launch two A/B tests. Analyzed qual and quant data to form test hypotheses, determine if A/B tests were winners, and inform next steps.

design skills

UI design
Interaction design
Prototyping
Product strategy
Evaluative research
Exploratory research
Rapid sketching
Wireframing
Information architecture
Flow mapping
Design thinking activities

design tools

Figma
Mural
Miro
InVision
Illustrator
Photoshop
Sketch

education

University of Washington

Bachelor's | June 2017 | Cum Laude
Human Centered Design & Engr;
Human-Computer Interaction

community

Volunteer, Summer Search
Mentor, Opportunity Scholarship
Mentor, Making Connections
Mentor, Ladies that UX - Seattle

awards

DBX Spotlight Awards, Q4 2020
DBX Design Systems contributor badge, Q4 2020
Women of Courage Honoree, 2019

