LY PHAM

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Employment

UX Analyst | UW ISC Training & Communication | 2022-Present (Contract)
Drove the successful development and launch of Workday features, dashboards, and components, serving as a key coordinator for security role holders, employees, and campus administrators. Orchestrated a comprehensive stakeholder requirements gathering process that led to the highly successful launch of HCM Workspace, resulting in a remarkable 15% increase in usage. Demonstrated outstanding initiative and independence in working closely with individual stakeholders to gain a deep understanding of their functional requirements, skillfully translating those insights into actionable configuration instructions for the development team.

SR UX Designer | UW IT Connect | 2021-2022 (Contract)
Led a successful redesign of the campus-facing information portal, IT Connect, with a focus on enhancing the user experience and addressing key usability issues. Conducted a comprehensive series of user research activities, including interviews with students, staff, and faculty, virtual focus groups, open card sorting, tree study, and usability testing to identify areas for improvement. Collaborated closely with sponsors, content producers, developers, and project managers throughout the process, maintaining clear and effective communication at all times.

SR UI/UX Web Designer | Vistex | 2017-2021
Spearheaded the user interface design for VIBES components, including dashboards, widgets, notifications, and menu. This cloud-based enterprise collaboration platform was designed to streamline the sharing of vital project information while connecting users with their customers and channel partners. Made significant contributions, designing 1/3 of the UI designs and providing 100% of the front-end coding to developers.
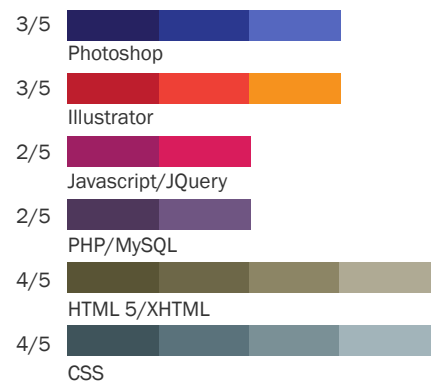
In addition, worked directly with Fortune 500 companies to provide B2B solutions for their workflow processes using SAP Fiori design. Collaborating closely with managers, clients, developers, and principal architects in an agile environment, oversaw the design and implementation of these solutions from start to finish, delivering outstanding final products. My expertise in solution delivery was invaluable in enabling us to meet the needs of our clients and exceed their expectations.

UI/UX Designer | SmarTek21 | 2012-2017
Collaborated effectively with cross-functional teams to translate business requirements into detailed design specifications for the required reports and dashboards. My expertise in communicating complex technical information to stakeholders from diverse backgrounds was essential to ensuring that all team members were aligned and working toward a common goal. As a result, the integration of responsive design into MyOVS was seamless and highly effective, delivering significant value to the organization.

"I bring a wealth of experience in web and mobile design with an understanding of usability research to create exceptional user-centered designs. I excel as an efficient communicator and have a proven track record of successful collaborate across cross-functional partnerships within both large and small organizations."

Skills

3/5 Photoshop
3/5 Illustrator
2/5 Javascript/JQuery
2/5 PHP/MySQL
4/5 HTML 5/XHTML
4/5 CSS

Additional Skills
User Experience (UX), Visual Design, Interaction Design, Mobile Design, Agile Design, Usability Testing, Prototyping, Wireframing, Persona, Scenario, Site Maps, Data Visualization, Product Design, Axure, Figma

Education

User-Centered Design Certificate. 2014
Project Management Essentials. 2011
Designing the End-User Experience. 2011
University of Washington
Seattle, WA.

BA Interdisciplinary Visual Art. 2000
University of Washington
Seattle, WA.