

Khoi Nguyen Truong

User Experience + Project Management + Educational Technology

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User Experience Consultant

Made by Khoi, 11/2014-present

- Provide user experience research, strategy, and design services to clients while also educating them on user experience best practices and methods.
- Clients have often praised my project management and effective communications skills during our collaborative work.
- Projects: opinion sharing and soliciting mobile app, new desktop application intended for academic evaluation and decision-making purposes, online ad blocking product that expedites decision-making for ad tech clients.

Maker + Entrepreneur

Atelier 7570, 07/2015-present

- I throw, trim, embellish, and glaze every single item. Customers are guaranteed a truly unique and charming pot made by me, with love.
- Nature and simplicity inspire me so I often incorporate those elements into my work.
- My motto: Making + Clay = Happiness

User Experience Designer

Digital Pulp, 04/2015-10/2017

- Conducted website audits to recommend improvements to information architecture.
- Conducted competitive/comparative analyses to discover interesting features, elements.
- Participated in discovery sessions with stakeholders and users at project onset.
- Developed user scenarios, task flows, and wireframes with improved usability in mind.
- Collaborated with clients on projects in education (Juilliard, NYU, Princeton), healthcare (Hologic, American Academy of Neurology), and engineering (IEEE) among others.

Educational Technologist + Project Manager

Columbia University, 08/2011-08/2014

- Managed web-based projects focused on STEM learning.
- Collaborated closely with faculty to create a visualization of data-driven interactives.
- Contributed to user flows, sitemaps, wireframes, and visual designs.
- Prepared and led multiple usability testing sessions.
- Liaised between Columbia developers, designers and videographers.

Training Officer

Canadian Institute of Health Research, 07/2010-08/2011

- Delivered on-the-job and in-class training sessions on standard operating procedures used in the grant and funding cycles of health research projects.
- Concepted and wrote training courses using technology and role playing to actively engage staff in learning complex processes.
- Organized an innovative exhibit/fair where gamification was used to teach important updates to procedures and processes.

Education

Master of Arts, Educational Technology

Concordia University

Bachelor of Education, French and English

McGill University

User Experience Design Immersive

General Assembly

Certificate in Global Affairs

New York University

Certificates in Graphic Design and Photography

Concordia University

Skills

User Research

User/Task Flows

Competitive Analysis

Content Audit

Information Architecture

Content Strategy

Wireframing

Interaction Design

Responsive Web Design

Prototyping

Usability Testing

Project Management

French

Productivity Tools

Pen + Paper

Sketch, Omnigraffle

InVision

Jira, Slack, Basecamp

Keynote, MS Office