Lu-Hiep T. Phan UX Designer

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I advocate for users and lead the creation of digital solutions for platforms and products. As a multi-disciplinary creative, I approach problem-solving strategically. I thrive when collaborating with others to devise solutions that matter.

ACHIEVEMENTS

- Led multiple teams in the development of new visual designs for two internal developer-focused web applications
- Improved usability for various application with leading and supporting UX teams though user centered research efforts
- Enhanced consistency for customer apps through development of organization design toolkit
- Successful collaboration with PMs/POs on defining MVP strategy for three nascent applications
- Elevated organization understanding of customer pain points through leading and analysis of user interviews and journey maps
- Increased quality of team output with new process flows and peer-to-peer trainings

EXPERIENCE

Lead UX Designer | Learning Infrastructure | The Boeing Company
Jan 2020 – Current

- Defined the customer experience strategy and scope for a training application portal for various persona and use case
- Provide consistent design strategy, UX guidance, and qualitative feedback on development for API platform for developers
- Planned UX team's work during SAFe Agile Planning Increment (PI) events, defining features, and writing stories for UX team
- Oversee iterative approaches and develop new UX designs for new features and updates
- Conduct user interview sessions with international employees to define and refine use cases
- Oversee work to define user persona, mapped user journeys and work flows, and find pain points
- Defined and refined architecture for multiple types of applications
- Established design system, direction and led effort to maintain consistency with other apps
- Effectively communicated interaction and design ideas with stakeholders through creation of high-fidelity design prototypes

UX designer | Digital & Data Enablement | The Boeing Company
Apr 2019 – Jan 2020

- Designed custom backend user dashboard for internal site management application
- Responsible for the research, design, and user testing of new upload and playback experience of the internal video application.
- Increased quality and reduce time to development with design validation through user testing, research, benchmarking, process definition, and creation of site flow maps
- Work with Product teams to gather and document processes and requirements

UX Research | Collaborative Customer Centered Design Team | The Boeing Company
Nov 2017- Dec 2019

- Lead multiple user-center research effort to pin point problems and identify opportunities
- Planned and conducted activities to map user journey, build analytical insights reports and create original design deliverables

Curriculum Developer | Training & Compliance | The Boeing Company
May 2014 – Nov 2017

- Collaborated with Manufacturing teams to create curriculum and instructional materials for personnel training and development
- Identified and analyzed issues, designed solution-oriented content, developed final solutions, and implemented training to evaluate success over time
- Produced training videos, created 3D animations, developed documentations, and scripts

Multimedia Graphic Developer + Technical Illustrator | Media Services | The Boeing Company
Dec 2004 – May 2014

- Produced complex 2D and 3D graphics, animations, and interactive multi-media design solutions for training products and content
- Collaborated with instructional designers to solve problems using a variety of graphic techniques, including 2D/3D illustrations, animations, 360 virtual tours, graphic designs, presentations.

SKILLS

Prototyping, UI Design, Research, Interview, Analysis, Illustration, Agile Practices, Photography, Videography, Graphic Design, Animation

TOOLS

Sketch, Illustrator, Premiere, Photoshop, Adobe Creative Suite, XD, Figma

EDUCATION

BA Interdisciplinary Visual Art - University of Washington