

Khoi Nguyen

Senior Product Designer | UX/UI | Design Systems

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SUMMARY

Senior Product Designer with 8+ years across healthcare, restaurant tech, and telecom e-commerce. Sole designer at CheckMate, building the design system from scratch and leading end-to-end UX for a restaurant SaaS dashboard; now sets design direction for a three-designer team at Solventum. Grounds decisions in competitive research, usability testing, and Adobe Analytics and Contentsquare data, including a 25% signup conversion lift for Mint Mobile and Ultra Mobile.

EXPERIENCE

Senior UI/UX Designer

Oct 2023 – Present

Solventum (3M healthcare spin-off) | Remote

- Set design direction for a three-designer team building Solventum's global healthcare web experience in Adobe Experience Manager (AEM), maintaining and extending the existing design system for consistency across 4 markets.
- Designed and launched 157 WCAG-compliant responsive pages, partnering with product managers, developers, and content strategists in agile sprints to meet tight launch timelines.
- Restructured information architecture and navigation using Contentsquare and Adobe Analytics insights, increasing site engagement by 25%.
- Ran heuristic evaluations and accessibility audits during user acceptance testing (UAT), resolving critical UX and accessibility defects before launch.
- Used Microsoft Copilot to speed up competitor research and summarize analytics data to guide design priorities.

Senior UI/UX Designer

Jul 2021 – Oct 2023

CheckMate (restaurant tech SaaS) | Remote

- As sole designer, led end-to-end UX/UI design for OpenTender Restaurant Manager, a SaaS dashboard unifying overview, menus, orders, and settings for multi-location restaurants.
- Built the product's design system from scratch in Figma, giving engineering a single source of truth for UI components, annotated specs, and responsive behavior across devices.
- Defined information architecture and user journeys through competitive research, wireframing, prototyping, and unmoderated usability testing on UserTesting.

UI/UX Designer

May 2018 – Jul 2021

Ultra Mobile / Mint Mobile (telecom e-commerce) | Remote

- Redesigned signup flows for Mint Mobile and Ultra Mobile through UX audits and comparative design testing, increasing signup conversion by 25% as measured in Adobe Analytics.
- Analyzed funnels in Adobe Analytics to find drop-off points, then iterated on navigation design to reduce drop-off.
- Maintained and contributed to both brands' existing design system, delivering responsive, high-fidelity prototypes in Sketch and Figma aligned with marketing campaigns and engineering timelines.

SKILLS

Design: Product Design, UX/UI Design, Interaction Design, Information Architecture, Design Systems, Accessibility (WCAG), Responsive Design, Prototyping, Wireframing, User Journey Mapping

Research & Analytics: Competitive Analysis, Unmoderated Usability Testing (UserTesting), Heuristic Evaluation, UX Audits, Adobe Analytics, Contentsquare

Tools: Figma, Framer, Webflow, Sketch, Adobe Experience Manager (AEM), WordPress, Photoshop, Illustrator

AI: Microsoft Copilot, Figma AI, ChatGPT, Claude, Cursor, Replit

Development & Workflow: HTML, CSS, JavaScript, React, Python, Git, Jira, Asana

EDUCATION & CERTIFICATIONS

Machine Learning Engineer Certificate | Fullstack Academy

UX/UI Certificate | University of California, Irvine