

Kevin Duong

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WORK EXPERIENCE

Human System Integration Practitioner

Naval Surface Warfare Center Dahlgren Division

January 2023 - Present

- Helped Facilitate a cognitive walkthrough involving 20+ Canadian sailors for the Royal Canadian Navy (RCN) Canadian Surface Combatant (CSC):
 - Played a role in finalizing the design for the CSC's operations room, which the RCN will implemented during the ship's construction by the RCN.
- Led the design of a comprehensive quick guide for the FARO Freestyle 3D scanner, applying UX research and user-centered design principles:
 - Incorporated valuable insights from 8+ user interviews to identify pain points in the manufacturer's existing guide.
 - Designed and developed a user-friendly resource, integrating usability testing feedback for optimal user experience. The new guide will be a vital tool for the Human System Integration Branch, supporting efficient and user-centered 3D scanning practices.
- Interviewed and surveyed 8 operators and officers of the Army Mid-Range Capability (MRC) Battery Operations Center (BOC) to report user pain points and human factors concerns to stakeholders.
 - Identified and documented 3 areas for improvement and provided 10+ valuable recommendations, resulting in enhanced usability and increased user satisfaction.

PROJECTS

UX/UI Designer | Unity app

June 2021 – December 2021

- Initiated a literature review to identify top user needs and understand the relationship between smartphone apps and habit formation.
- Incorporated design thinking methodology and initiated four sprint iterations to create and refine prototypes on Figma, using cognitive walkthroughs and interviews to gather feedback.
- Developed a wireframe of a habit formation app that incorporated WCAG 2.0 compatibility, SMART goals, and a community accountability feature.

EDUCATION

UX Design Certifications | Google, CITI program, & LinkedIn

July 2021 - Present

- **Google UX certification course:** Created user stories and journey maps. Defined user problems and ideate design solutions. Designed low fidelity prototypes, story boards, and wireframes using Figma. Developed user research plans and conducted moderated usability test.
- **CITI program Human Research – Investigators and Key Research Personnel Certification:** learned the importance of ethical human subject research.

B.S in Electrical Engineering | Virginia Commonwealth University

May 2021

SKILLS

- Usability testing
- User interviews
- Heuristic Evaluation
- User interviews
- Affinity mapping
- Focus groups
- Prototyping
- Contextual inquiry
- Figma
- Azure RP 10