## ABOUT ME

# Ngoc Vo

**UX/UI Designer** based in Ho Chi Minh with **4 years experiences**

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### Socials
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### Career Goal
My goal is to continuously improve my UX/UI designer skills, stay up-to-date with the latest design tools and technologies, and work with a team of talented designers to create exceptional user experiences. I aspire to contribute my competence to the company, using my skills to help achieve its goals and build a successful and fulfilling career as a designer.

### Domains
- Ecommerce
- Fintech
- Education
- Customer Resources Management (CRM)
- Human Resources Management (HRM)
- Mobillity as a Service (MaaS)

### Education
Studied Multimedia Design at Arena Multimedia

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## MY EXPERIENCES

### UX/UI Designer ➤ At TPS Software Solutions ➤ 2023 - 2024

#### MAIN WORK

**Design System Contribution:** Established a foundation for consistent, efficient design across key products by contributing reusable UI components to the company's design system.

**Contact Point for Major Projects:** Managed the design process for major projects, including receiving tasks, conducting UX research, crafting wireframes, and developing user interfaces. Work with BA to define the project's core functionalities and forecast potential product capabilities. Develop the MVP (Minimum Viable Product) and present the user journey to clients.

**Collaborative Problem Solving:** Fostered strong collaboration with the BA team and project manager to identify optimal product solutions.

**Effective Communication:** Presented designs effectively to stakeholders and customers, ensuring project alignment. Be a facilitator of team collaboration.

#### PROJECTS

**KARD ECO SYSTEM**

**Kard Engage - CRM Platform:**
The Kard Engage primarily functions as a CRM and customer support system, enabling users to manage support tickets, resolve issues, and assign task to staffs in charge. Additionally, it is also a platform for the sales department to oversee their contacts from lead to prospect.

**My Contributions:**
- Build design system for the platform.
- Contribute to build and Identify the optimal product solutions.
- Build trust with clients by exceeding expectations through our design team.
- Present a multi-tenant theme solution to the client and receive positive feedback.

**Consumer 2.0 - Ecommerce / Fintech Mobile Application:**
Pioneering a seamless and secure online shopping experience, this mobile e-commerce platform empowers users with a diverse range of products, from fashion and electronics to homeware and beauty essentials, all at competitive prices. Its user-friendly interface, secure payment options, and convenient delivery services position it to revolutionize the online shopping landscape.

**My Contributions:**
- Contribute to UX and UI improvements for version 2.0.
- Contribute to the success of the demo and gain new tenant.

**Banking Core - Finance Service Platform:**
Banking Core is a banking service provided by a group of networked bank branches where customers may access their bank account and perform basic transactions from any of the member branch offices.

**My Contributions:**
- Present products, contribute to customers re-signing contracts.
- Contribute to build and identify optimal product solutions.
- Contribute to the success of the demo and gain new tenant.

**TST SYSTEM**

**TST Opt (Toshiba) - Planner Manager - CRM Platform:**
This platform empowers users in large Japanese factories to manage facilities and human resources effectively. Utilizing AI technology, it generates smart plans, optimizing operations and boosting productivity.

**My Contributions:**
- Analyze and research, provide UX development solutions for products.

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### UX/UI Designer ➤ At Phenikaa MaaS JSC ➤ 2020 - 2023

#### MAIN WORK

**Collaborate on UX Research:** Partnered with BA and Marketing teams to conduct comprehensive UX research, including user surveys, user journeys, and empathy maps.

**Communicate Design Vision:** Created low-fidelity wireframes and sketches to effectively translate design concepts into clear and actionable plans.

**Craft User-centric Interfaces:** Designed user interfaces (UI) for web and mobile applications, prioritizing user experience and functionality.

**Design System Contribution:** Established a foundation for consistent, efficient design across key products by contributing reusable UI components to the company's design system.

#### PROJECTS

**MOBILLITY AS A SERVICE (MAAS)**

**VinBus (Vingroup JSC) - Mobility as a Service Application:**
VinBus App, launched in March 2023, simplifies navigating public transportation in Vietnam. This app by VinBus, a Vietnamese electric bus maker, prioritizes their electric routes while also offering information on regular buses in Hanoi, Ho Chi Minh City, and Phu Quoc Island.

**My Contributions:**
- Build design system for the application.
- Contribute to UX and UI design to help the application become a popular application in Hanoi.

**Feature System of BusMap 2023 (Phenikaa Maas JSC) - Mobility as a Service Application:**
BusMap empowers Vietnamese riders with a user-friendly app for navigating public buses. Developed by a Vietnamese company, BusMap offers real-time bus information, including routes, schedules, and wait times, across major cities like Ho Chi Minh City, Hanoi, Da Nang, and Binh Duong.

**My Contributions:**
- Build design system for the application.
- Contribute to build and identify optimal product solutions.
- By improving the UX/UI design in 2023, the application attracted over 4 million users and facilitated more than 100 million bus trips.

**HUMAN RESOURCES MANAGEMENT**

**VinFast Staff (Vingroup JSC) - Human Management Mobile Application:**
A comprehensive HR solution that empowers managers with tools for task delegation, employee time tracking, and workforce organization.

**My Contributions:**
- Build design system for the application.
- Contribute to build and identify optimal product solutions.

**Feature System of MaaS Connect (Phenikaa Maas JSC) - Human Management Mobile Application:**
Streamline HR processes with MaaS Connect. This software offers a suite of features including timekeeping, salary tracking, leave management, and monthly payroll reports. It also empowers HR to effortlessly monitor employee performance and quality.

**My Contributions:**
- Build design system for the application.
- Contribute to building and identifying optimal product solutions.

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### UX/UI Designer ➤ Freelancer ➤ 2023

#### PROJECTS

**Rockship Landing Page:** Build concept, UX and UI for landing page about outsourcing team for technology products with Ai

**TedEz - Education Platform:** Build concept, UX & UI for a tech education site, organize workshops, online course.

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### SKILLS

UX Research | UX Strategy | Wireframe | Prototype | Design Thinking | UI Design | Graphic Design | Illustration

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### TOOLS

Figma | Procreate | Adobe After Effect | Adobe Illustration | Adobe Photoshop