

TRAM NGUYEN / UX Developer

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PROFILE

I'm a UX developer with a unique perspective and skillset, informed by nearly a decade working in UX, Product, and Engineering. I've designed and built experiences to help people navigate complex decisions around healthcare, retirement, and employee benefits.

SKILLS AND EDUCATION

Languages & Libraries: JavaScript (ES6), TypeScript, React, Next.js, jQuery, Ruby, Rails, Sinatra, SQL, PostgreSQL, HTML5, CSS3, Tailwind CSS, Node.js

Tools & Platforms: Git, Github, npm, Figma, AI tools (Copilot, Claude), Adobe Creative Suite, Miro, Storybook, Chromatic, Looker, Salesforce, headless CMS (Kontent, Strapi), project management (Jira, Basecamp)

Technical Skills: Agile/Scrum, RESTful APIs, object-oriented programming, relational databases, source control, TDD, CI/CD, technical documentation, A/B testing, component-driven development, cross-browser testing, responsive design

UX & Product Skills: User research, persona development, user journey mapping, information architecture, wireframing, rapid prototyping, usability testing, design systems, accessibility (WCAG), UX writing, content strategy, roadmapping, project management, cross-functional collaboration

Education:

- Launch School - Full Stack Software Engineering program
- Columbia College - Chicago, IL - Fine Arts

RELEVANT EXPERIENCE

UX DEVELOPER - KIN, MAR 2025 - PRESENT

- **Lead UX designer for a SaaS financial wellness platform.** Built wireframes and prototypes in Figma. Conducted user research and usability tests to validate design decisions and iterate on solutions based on user behavior and feedback. Translated these findings into technical specs, informing the design of the component library.
- **Lead frontend developer on a comprehensive UX overhaul of a financial literacy platform.** Served as primary liaison between devs, our designer, and the client, and managed end-to-end project delivery. Developed interactive content navigation with dynamic routing, implemented accessible design patterns following WCAG guidelines, and integrated multimedia functionality. Collaborated with backend devs on CMS migration and Elasticsearch integration, ensuring seamless API transitions and performance optimization.
- **Defined technical specifications for financial decision support products,** leveraging domain expertise in retirement, employee benefits, and tax-advantaged accounts to create accurate, user-friendly financial planning tools.

CREATIVE AND PROFESSIONAL DEVELOPMENT SABBATICAL - SEPT 2023 - FEB 2025

- **Completed a multi-year, mastery-based engineering program** alongside self-guided learning to update programming skills, with a focus on front- and back-end languages, frameworks, databases, RESTful APIs, and object-oriented and functional programming.

PRODUCT MANAGER, ALEX HSA - JELLYVISION LAB, AUG 2021 - AUG 2022

- **Led a cross-functional Agile product team of 12** software engineers, data scientists, UI/UX designers, UX writers, and artists.
- **Conducted user interviews and research to inform product requirements,** created wireframes, translated user needs into detailed feature scopes, technical specs, and data structure proposals that balanced user experience with technical feasibility.
- **Collaborated closely with Data and Engineering teams to correct inaccuracies in usage data** calculations, set up new views in the product dashboard, and develop a data dictionary for third-party data integrations with our banking partner.

UX WRITER, CUSTOMIZATION TEAM LEAD - JELLYVISION LAB, DEC 2020 - OCT 2021

- **Content design and UX strategy.** Applied behavioral science and economics principles to design content and interaction patterns that nudged users to make better, more informed decisions, while also taking into consideration technical constraints and scalability.
- **Technical design leadership** - Diagnosed and troubleshoot bugs. Scoped feature requirements, wrote technical specs and pseudocode, and identified dependencies.

SENIOR CORE CONTENT DEVELOPER (PRODUCTION SPECIALIST) - JELLYVISION LAB, MAY 2016 - DEC 2020

- **Developed, tested, and maintained new features using proprietary development tools and JavaScript.** Investigated and resolved technical issues, bugs, and performance bottlenecks. Lead the technical design and implementation of scalable and maintainable features.
- **Designed, scoped, built, and wrote customizations for ALEX Benefits Counselor.**
- **Served as the Product Owner, Frontend Developer, and UI/UX designer on a training and onboarding app** used by hundreds of employees. Designed the interface, user flows, conducted usability tests, and built and tested the code.