

Nhien Dang

San Francisco, CA

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[Portfolio](#)

[LinkedIn](#)

[Github](#)

Education and Credentials

Academy of Art University

Master of Art in UX/UI Interactive Design Degree | GPA 3.6

San Francisco, California

June 2021 - Dec 2022

Academy of Art University

Bachelor of Architecture Degree | GPA 3.2

San Francisco, California

Sep 2012 - June 2018

UC Berkeley Bootcamp Extension

Full Stack Developer

Berkeley, California

Dec 2019 - June 2020

Experiences

Sprinklr Inc

Product Designer

San Francisco, Remote

May 2023 - Feb 2025

- Collaborated with cross-functional teams: Worked closely with designers, developers, product managers, and UXR to align product development with business objectives and user needs. Familiar with SCRUM and Agile methodologies.
- Redesigned Sprinklr Community, launched in May 2024, impacting 200+ retail brands and enterprises by enhancing usability, integrating AI features, and ensuring a scalable, modernized design.
- Contributed to Sprinklr AI+, leveraging GenAI (ChatGPT, DALL-E) to build scalable, reliable, and secure AI-driven applications within the Sprinklr Marketing suite. Contributed to the design of the Sprinklr AI+ Design System to establish brand consistency, streamline workflows, and reduce design redundancy.
- Worked on multiple projects across the Service platform, including Voice Inbound, Voice Outbound, and Conversational AI, focusing on feature implementation and maintenance.

Endue Software

Product Designer / UX Designer

Brooklyn, New York

Oct 2022 - March 2023

- Led a design team of 3 to design, develop and ship an Infusion center web app that see ideas from start to finish: I took the product from concept to implementation by creating wireframes and prototypes that were tested with healthcare providers.
- Quantifying and categorizing user needs: I conducted user research and analyzed data to understand the needs and pain points of healthcare providers and patients.
- Translating user needs into product strategy: I used the insights gained from user research to develop a product strategy that focused on improving the efficiency and accuracy of patient care.
- Collaborating with cross-functional teams: I worked closely with designers, developers, product managers, and healthcare experts to ensure that the product aligned with business objectives and met the needs of healthcare providers and patients.

My-Codi Inc

Product Designer

San Leandro, California

July 2020 – August 2022

- I was a part of the development team developing MyCodi native app with experience in Agile work environment and working with senior design creatives on both UX and UI side of the app and web.
- Collaborated with PM and developer to design a desktop dashboard proposal to better communicate to users the concept of My-Codi .
- Identified features, researched product market, crafted user flow, designed high fidelity mockups and prototypes.
- Helped code a Survey feature for MyCodi app using React Bowser.

Skills

- Strong understanding of SCRUM & Agile methodologies, working closely with cross-functional teams.
- Expertise in design systems: Creating modular, reusable UI elements and defining design tokens (colors, typography, spacing) for consistency and efficiency.
- Proficient in interaction design principles and information architecture, ensuring intuitive user experiences.
- Rapid high-fidelity wireframing & prototyping using Figma and Adobe Creative Suite.
- Experience designing for enterprise SaaS platforms, particularly AI-powered features and self-service communities.
- Conducting usability testing and user research (surveys, interviews, competitive analysis) to drive product decisions.
- Bridging design and business goals: Aligning UX strategy with product vision to impact brand consistency, usability, and scalability.
- Experience with applying Generative AI into day to day workflow
- Experience collaborating with PMs, engineers, and stakeholders to define product roadmaps and optimize development cycles.
- Strong front-end understanding: HTML, CSS, familiarity with React.