Christopher Nguyen

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Research Experience

Senior UX Researcher @ Microsoft

Apr 2024 - Present

- Piloting AI integration into Microsoft Viva Engage (including Copilot-assisted search and posting, as well as AI analytics features), evangelizing to leadership and affecting design/product direction before expansion
- Researching Teams for Mac NPS while creating a coalition of disparate teams and unifying work streams
- Prioritizing roadmap features with research and helping to set the strategic agenda for half-yearly planning

Senior UX Researcher @ RBC

Jan 2022 - Jan 2024

- Identified research needs (both articulated and unarticulated) and completed 25+ studies, including complex, quantitative and/or mixed methods studies
- Democratized UX research process with designers (including coaching, and defining process through co-creation/iteration)
- Impacted product roadmap, design and success metrics (e.g. doubled adoption of self-serve disputes, reduced miscategorized disputes from ~10% to ~3%)
- Developed knowledge management strategy and backlog for next stage of research repository evolution

UX Researcher @ CIBC

Mar 2020 - Oct 2021

- Grew research engagement on project from 50% allocation to 100% (and eventually, a second researcher)
- Presented to and engaged with higher level stakeholders to positive feedback
- Worked closely with designers and product to provide research perspective and help with continuous research planning (inc. maintaining prioritized UXR backlog)
- Led research repository initiative
- Onboarded new hires

Product Designer @ Rossul

Jan 2019 - Feb 2020

- Became in-house research expert & main researcher at B2B design-focused agency
- Stakeholder Interviews, Usability Testing and Heuristic/Accessibility Evaluation
- Worked with a variety of specialized (mainly B2B) domains, e.g. marketing, supply chain & IGOs with almost 100% track record on Clutch.co reviews

UX Designer @ Aytra

Jun 2017 - Dec 2018

- Generative research utilizing subject matter experts and secondary research in technical Saas/IaaS domain
- Used research to inform design, product, marketing materials and pitch decks

UX Researcher @ Service Seeking

Feb 2014 - Feb 2016

- Led end-to-end user research of all types (e.g. interviews, usability testing, Google Analytics, Hotjar, etc.), including running own recruitment & research ops
- Facilitated ideation workshops/design studios
- Developed and optimized net new Payments and Invoicing tool with a cross functional team

Volunteer Experience

Tech Career Mentor @ QueerTech

Mar 2023 - Aug 2023

- Facilitated breakout groups during group sessions and provided feedback
- Elicited mentee goals and planned activities (using Trello to track current activities and "roadmap" to goal)
- Conducted weekly one-on-one mentoring sessions

Education

University of Technology, Sydney

- Bachelor of Science in Information Technology, Bachelor of Business (Dual Degree)