

Thuong Nguyen

Product Designer with 10+ years shaping enterprise cloud and SaaS experiences. Skilled in **interaction design, prototyping, and UX for large-scale cloud platforms and IoT tools**. I design experiences for IoT builders and administrators that enable users to manage access, permissions, and resources across complex cloud environments.

<https://function.is/>
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EXPERIENCE

Amazon Web Services (AWS), Seattle — Product Designer II

2017 - Present (8 years)

Designed and optimized end-to-end IoT device workflows leveraging AWS IoT Core features — including device authentication, policy enforcement, and third-party API integrations.

Design lead for Device Advisor, a managed testing platform for validating device connectivity and compliance with AWS IoT Core.

Designed workflows to simplify how users manage access, permissions, and resource configurations across distributed IoT environments.

Analyzed customer support tickets to identify usability gaps; designed and implemented a solution for a deletion workflow error that resolved ~150 recurring support tickets, improved customer self-service, and reduced unnecessary API calls through optimized interaction design.

Amazon Web Services (AWS), Seattle — Product Designer I

2017 - 2021

Conducted user research and redesigned the device onboarding flow to address customer drop-offs caused by missing prerequisites, reducing setup time from over 1 hour to 5 minutes and improving completion rates.

Redesigned FreeRTOS.org from a dated, non-responsive layout into a modern, mobile-friendly experience with clear information hierarchy, improving navigation, discoverability, and developer access to connectivity libraries, documentation, and support resources.

Conceptualized IoT-specific UI components and interaction patterns used across AWS services.

Defined alert and notification hierarchies to track device states and health.

Microsoft, Redmond — UX Designer II

2013-2016 (3 years)

Partnered with product and data teams to enhance internal dashboards, applying established design system components to improve the clarity and usability of complex analytics.

SKILLS & SOFTWARE

Interaction Design ·
Information Architecture ·
Prototyping · Design Systems &
Component Architecture ·
Figma · Adobe CC

DOMAINS

Cloud Services · Workflow
Automation · Access Control &
Permissions UX · API-Driven
Platforms

CORE COMPETENCIES

End-to-End Product Design ·
Complex Workflow Simplification ·
Enterprise Platform UX ·
Cross-System Consistency ·
Stakeholder Collaboration

EDUCATION

The Art Institute of Seattle — Bachelor of Science 2013

Web & Interactive Media
Design

Highline Community College Associate of Applied Science 2005

Visual Communications

