

Mai Nguyen

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EDUCATION

University of Toronto, St George
Bachelor of Information in (Product Design & Management focus)

- Relevant Coursework: Project Management with Agile, Intermediate Qualitative/Quantitative Research, Designing for AI, Interaction Design, Human-Centred Design, Computational Reasoning, Data Visualization, Sociology of Technology
- CGPA: 3.7

Expected 2027/28

TECHNOLOGIES & SKILLS

Technologies: Tableau, PowerBI, Microsoft Office, Google Workspace, Figma, Miro, Balsamiq, Notion, Wordpress, ClaudeAI, ChatGPT, Gemini, Adobe CC, Python, CSS/HTML, JavaScript, R

Skills: Product Design, Interaction Design, User Research, Information Architecture, Usability Testing, Accessibility, Product Strategy, Product Discovery, Requirements Gathering, Feature Prioritization, Agile/Scrum, Stakeholder Management, AI-Assisted Prototyping

WORK EXPERIENCE

User Experience & Educational Technology Assistant
Engineering Career Centre, University of Toronto

- Applied UX and instructional design principles to improve student-facing resources, enhancing usability, clarity, and engagement.
- Maintained Quercus (Canvas) LMS content using HTML/CSS and e-learning tools to support accessible learning experiences.
- Leveraged generative AI to accelerate HTML/CSS implementation, and QA while validating outputs for accuracy and accessibility.

Aug 2026 – Present
Toronto, ON

Content Designer
Centre for Faculty Development, Unity Health

- Conducted website QA and improved resource organization, tagging, and navigation to enhance usability and accessibility.
- Used generative AI to streamline content audits and synthesize findings while applying human review for quality and accuracy.
- Partnered cross-functionally to deliver digital content and web updates while coordinating stakeholder feedback.

Jun 2026 – Aug 2026
Toronto, ON

Graphic Designer
Century 21

- Created 50+ marketing assets for property listings, many remain in use due to strong brand fit and durability.
- Collaborated with 10+ realtors to translate client needs into polished visual deliverables aligned with brand standards.
- Delivered all design projects within 24–48 hour turnaround windows, maintaining a 100% on-time completion rate.

Jan 2021 – Jul 2021
Remote

CO-CURRICULAR EXPERIENCE

Vice President of Communications & Outreach
Bachelor of Information Student Association

- Manage outreach campaigns and partnerships that expanded collaboration with faculty, and external organizations.
- Oversaw brand consistency and content production for events and social media, improving engagement by 40–50%.
- Lead a multi-channel communications strategy reaching 700+ UofT students and driving consistent monthly visibility.

Sep 2025 – Jun 2026
University of Toronto

Co-Director (Promoted from Media Coordinator)
Peerify Youth

- Directed organizational strategy and nationwide youth engagement initiatives, increasing volunteer participation by 40%.
- Expanded digital reach by 60%+ which led to the organization being featured on a national news broadcast.
- Supported program development and cross-team coordination to ensure inclusive, youth-centered programming.

Dec 2019 – Jun 2022
Canada-Wide

ADDITIONAL EXPERIENCE

Management Experience
Matcha Matcha, Kung Fu Tea

- Promoted to management within one month at both Kung Fu Tea and Matcha Matcha, leading high-volume operations, training 80+ employees, and developing standardized training resources that improved onboarding and team performance.

2021 – 2024

Retail Sales Experience
Aritzia, Club Monaco, H&M

- Generated \$150K+ in sales across Aritzia, H&M, & Club Monaco by identifying needs and delivering product recommendations.

2022 – 2024