

Jennifer Mai

UX/UI DESIGNER



 jennthmai.com  jennthmai@gmail.com  [linkedin.com/in/jennthmai](https://www.linkedin.com/in/jennthmai)

SUMMARY

I am a user experience and game designer with 4+ years of experience designing websites, apps, and games in diverse teams. Equipped with a strong visual and interaction design foundation and proficient in various development tools for websites and games, I am passionate about blending UX psychology and game design to craft meaningful play and seamless interactions.

EXPERIENCE

UX Designer

Freelance Jul 2021 - Present

- Lead product design on a front-end development team of the A-M-V.Org website to enhance user experience for over 800,000 users by creating wireframes and prototypes to design a new interface
- Demonstrate empathy for users by conducting user research and analysis to identify solutions to the product's pain points and guide hi-fidelity prototypes
- Co-founded and designed a community training app to gamify and connect users by encouraging exercise through collaboration
- Develop UI storyboards for websites, apps, and games, streamlining communication with developers and prioritizing high-impact features
- Optimize product designs with feedback from stakeholders and users by conducting usability tests to ensure a seamless, user-friendly design for product

Teacher

Huntington Learning Center, Issaquah, WA Apr 2025 - Present

- Tutor 3-4 students Math and/or English on the Learning Floor, cultivating students' confidence and comprehension of core concepts
- Promote a cooperative environment by greeting and assist all visitors and staff in a warm, professional manner
- Take notes on students throughout and after sessions to deliver updated and accurate reports for the parents
- Maintain center's productivity by keeping everything organized for students and teachers
- Report and discuss solutions for student behaviors with the floor managers and full-time staff to improve my work flow

Quality Assurance & Content Designer

Sitefluence Inc. Mar 2023 - Oct 2023

- Worked in the web development team focusing on quality assurance, our main goal was to ensure excellent quality for all of the clients' web products
- Verify web and mobile products meet user experience standards by conducting thorough manual tests to guarantee product quality across multiple environments
- Increased web traffic for users by implementing effective SEO strategies to improve the user experience of products for users
- Created detailed acceptance test cases by communicating with cross-functional teams and stakeholders to maintain consistent UX/UI specifications and quality
- Collaborated with designers and developers to implement design assets by uploading media resources into Sitecore to display on web products
- Improved manual testing process by researching different testing methodologies

EDUCATION

UNIVERSITY OF WASHINGTON, PCE

Certificate in Game Design | Jun 2025

UNIVERSITY OF WASHINGTON, BOTHELL

Bachelor of Arts
Interactive Media Design | Jun 2021

- Dean's List 2020
- Dean's List 2018

LEADERSHIP QUALITIES

- Honesty and Integrity
- Commitment and Passion
- Creativity and Innovation
- Empathy
- Excellent Communicator
- Resilience

SKILLS

DESIGN

UI / UX Design, Product Design, Game Design, Visual Design, Iterative Design, Prototyping, Wireframing, Mockups, Mobile & Web Design, Agile Development, Branding, Typography, Iconography, Stylesheets and guidelines

RESEARCH

User Interviews, Usability Testing, Information Architecture, User Flows, Journey Mapping, Qualitative Analysis, A/B Testing, Competitor Analysis, Design Strategy

TOOLS

Figma, MS Office, MS Teams, Browserstack, Canva, Adobe Creative Cloud, Photoshop, Premiere Pro, Illustrator, XD, HTML5, CSS, JavaScript, Unity

OTHER SKILLS

Cross-functional collaboration, Human-centric approach, constructive feedback, English (native), Vietnamese (Bilingual)

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EXPERIENCE

○ UX Designer

W.T.P.C.G.

Apr 2022 - Jul 2023

- Worked in a marketing team focusing on user experience design, our main objective was to enhance our client's business goals
- Collaborated with clients by establishing project objectives to define usability goals
- Validated solutions by conducting user research, and presenting findings and recommendations to stakeholders to find product market fit and viability
- Implemented problem-solving methods for designs by designing wireframes and hi-fidelity prototypes to improve productivity for clients
- Championed user-centered design culture by advocating for user-centered design principles throughout the organization to prioritize user needs.
- Refined and improved prototypes by analyzing feedback and collaborating with team, users, and stakeholders to provide actionable insights to improve usability

○ Math Instructor & Grader

Eye Level Learning Center, Redmond, WA

Oct 2016 - Jun 2023

- Worked as a math instructor and grader, focusing on fostering mathematical understanding of children ages 4-14
- Improved class performance by collaborating with students and grading math HW and tests to help them understand their mistakes and evaluate how to improve
- Evaluated the starting point of new students by observing how they approach solutions to design an individualized lesson plan addressing each child's needs
- Provided detailed feedback to parents about their child's classroom behaviors to ensure all parties were aligned in the child's educational goals
- Improved the center's efficiency and productivity by organizing the center's booklets and supplies to prepare necessary materials for every coming week

○ Peer Facilitator/Teacher's Assistant

University of Washington Bothell, Bothell, WA

Jan 2021 - Mar 2021

- Worked with Mark Chen in his BIS 313: Issues in Media class, where we discussed how different games reflect society through critical Let's Plays
- Facilitated class discussion by replying to student responses on Slack or Google Slides to add more perspective on the topics being discussed that week
- Assisted class with editing their critical Let's Play videos by giving students video editing tips to improve the flow of their videos
- Archived the class's final projects by creating a YouTube [playlist](#) to commemorate every group's Let's Play videos
- Took attendance by keeping track of students who attend class Zoom calls on Google Sheets to ease Mark's grading for smaller items