

Jason Tuan Nguyen

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EDUCATION

Michigan State University

Bachelor of Arts – Information Science

January 2024 – May 2026

Relevant Coursework

Methods of Understanding Users, Evaluating Human-Centered Technology, Media and Information Research, Reasoning with Data

Lansing Community College- General Education

August 2021 – December 2023

PROJECTS

TempoMate – Data-Driven Product Research and Evaluation

- Designed and distributed a Qualtrics survey to collect user data on product usage, pain points, feedback preferences, and desired features.
- Analyzed survey responses using percentages and comparative trends to identify user needs, which informed our design decisions.
- Translated research findings into prototype requirements, including portability, feedback methods, and additional product features.
- Conducted a usability study of a paper prototype via the Wizard of Oz method to discover any usability issues to iterate on our design decisions.

Mobile Tech Van - Creating Technological Accessibility in Rural Kenya

- Empathized with Kenyan issues after a literature review and defined an issue through affinity diagramming to help reduce the digital divide in the rural parts of Kenya.
- Generated dozens of sketches that could help address the identified problem and collaborated with a team to decide on promising components of the sketches to combine into one sketch/low-fidelity prototype.
- Developed an evaluation plan to assess the usability, accessibility, and perceived value of a technology-service prototype designed for rural Kenyan communities.
- Collected and analyzed qualitative user data through scenario-based testing, observations, interviews, and participant feedback to identify opportunities to improve on previous iterations of the prototype.

WORK EXPERIENCE

Jackson National Life Insurance – East Lansing, MI

Strategic Support Skill Leader

January 2022 – Present

- Collaborate with financial institutions to ensure seamless fund transfers and meet processing deadlines.
- Follow detailed written policies and procedures to support error-free work.
- Use a variety of Jackson databases, software, and Excel spreadsheets when efficiently and accurately processing transactions and completing account maintenance for clients.
- Lead weekly interactive skill processing trainings for associate knowledge and performance enhancement.
- Foster and encourage department culture and expectations through onboarding and orientation facilitation.

SKILLS

Technical Skills - Analyzing User Data, CSS, Excel, HTML, PowerPoint, Qualtrics/Survey Design, SQL, User Testing, Word

Professional Skills - Attention to Detail, Creative Problem Solving, Effective Communication, Time Management, Training