TIM TRUONG

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ABOUT ME

I am a Staff Product Designer and well versed in facilitating end-to-end design processes with multidisciplinary teams to craft impactful solutions in both consumer and enterprise industries. I love collaborating via Lean UX methods to solve customer problems, prototyping for divergent possibilities that stir conversations, and delivering experiences that exceed expectations.

PROFESSIONAL EXPERIENCE

CELONIS   New York, NY
Staff Product Designer   Nov 2023 to Present

UNQORK   New York, NY
Lead Product Designer   Feb 2022 to Oct 2023
Senior Product Designer   Jun 2020 to Feb 2022
- Oversaw end-to-end design processes for critical business initiatives along a diverse set of No-Code problem spaces: Visual IDE, Business Process Automation (Workflow), Creator Productivity, Runtime Engine, UI/Logic/Data decoupling, and others.
- Influenced the roadmap and drive alignment on product strategy by collaborating with cross-functional partners to distill complex, ambiguous problem statements towards Lean UX artifacts like user journeys, key moments, and prototypes.
- Facilitated UXR activities to validate or invalidate hypotheses, often through presenting users with interactive prototypes.
- Managed, coached and mentored early-career designers through a regular cadence of group alignment of projects, facilitating feedback sessions on iterative work, and fostering growth. Served as 'Interim Head of Design'.

MARCUS BY GOLDMAN SACHS   New York, NY
Senior UX Designer   Feb 2018 to June 2020
- Discovered and leveraged user insights to facilitate end-to-end design processes across key verticals in the bank's startup consumer business: Savings, Lending, Small Business Credit, and Checking.
- Designed and delivered valuable experiences by iterating through prototypes informed by customer needs and validated through both qualitative and quantitative research, leading to 115% YoY increased conversion rate of account opening flow.
- Improved design maturity in the nascent consumer business by collaborating with cross-functional partners to create new products with Lean UX methods such as applying qual/quant research to form hypotheses, rapid prototyping, and A/B testing.

JP MORGAN CHASE (CHASE PAY / MOBILE APPS)   New York, NY
UX Designer   Feb 2016 to Jan 2018
- Created human-centered design artifacts like wireframes, user journeys, and prototypes with a focus on customers' experiences with merchants within the Chase payments ecosystem.
- Delivered user experiences for millions of people across the Chase mobile app ecosystem - using iterative methods to consistently improve end-to-end journeys.

ACHIEVEMENT FIRST MIDDLE SCHOOL   New York, NY
Middle School Math Teacher   July 2010 to June 2015
- Recognized as a "Distinguished Teacher" for leading classes to top ranking Math standardized test results (in both the 6th and 8th grades) amongst all NYC charter schools.

TEACH FOR AMERICA   New York, NY
Middle School Math Teacher   July 2005 to June 2007
- Nominated as a Sue Lehmann semi-finalist in recognition for leadership in teaching.

EDUCATION

UC BERKELEY (BS, Cognitive Science)   2001 to 2005
PACE UNIVERSITY (MS, Education)   2005 to 2007
NEW YORK UNIVERSITY (MPA, Public Finance)   2008 to 2010