

# NICK PHAM

USER EXPERIENCE DESIGN & RESEARCH · AI SOLUTION & USABILITY  
DESIGN SYSTEM · SERVICE DESIGN

Singapore

nickpat37@gmail.com

+65 9899 7154

[linkedin.com/in/nickpat/](https://www.linkedin.com/in/nickpat/)

## LANGUAGES

Vietnamese Native

English Fluent

Russian Intermediate

## INTERACTION DESIGN & RESEARCH

End-to-End UX Design User Research

Usability Testing Design Thinking

Information Architecture

Information Density Design

Journey Mapping Personas & Workflows

Service Design Taxonomy & IA

Accessibility (WCAG)

## DESIGN TOOLS

Figma Design Systems Design Tokens

Sketch Adobe XD InVision

Adobe Suite Agile / Scrum

## PROTOTYPING & ENGINEERING

Cursor Claude Code Lovable

Replit HTML / CSS


Context Engineering AI Prototyping

Human-AI Interaction Prompt Engineering

## EDUCATION

### LASALLE College of the Arts

Diploma in Design Communication

 Silver Prize · Crowbar Awards 2020 · Top 8 cohort

Singapore · 2017 – 2020

### Baikal National University of Economics and Law

B.Acc & Auditing, 1st Class Honours

Financial domain fluency · Russian language proficiency

Russia · 2010 – 2015

## PORTFOLIO

[nick-pat.com](https://nick-pat.com)

## PROFESSIONAL SUMMARY

UX and Service Designer with **6+ years** delivering end-to-end design across enterprise platforms, fintech, and data-driven products. Strong craft in **interaction design, information architecture, and service design**, with a particular interest in complex, multi-actor workflows. I've embedded **context engineering (Cursor, Claude Code)** into my design process to ship prototypes faster and bring real data in earlier. A designer who builds, a builder who designs, the line between idea and solution grows thinner every day.

## EXPERIENCE

### UX Specialist · AI & Data Products

Feb 2022 – Present

#### Temus Pte Ltd · Singapore (Temasek-backed technology firm)

- **Led end-to-end UX strategy** for a Temasek enterprise data & AI platform (1,000+ users), designing both employee and admin workstreams; drove product adoption up 47% and cut task completion time by 35%.
- Defined **multi-actor UX workstreams** for a geospatial analytics product; ran alignment workshops, built an AI interaction pattern library, and prototyped rapidly in close collaboration with engineering and data squads.
- Improved content findability across 200+ service pages by redesigning AIC's senior care website IA through **stakeholder interviews, usability testing, and taxonomy restructure**.
- Cut design-to-handoff cycle by 39% by **architecting a scalable design system** with context engineering in Cursor, across 20+ public sector projects.

### Product & UX Designer · Fintech & UX Solution

May 2021 – Jan 2022

#### Vinova Pte Ltd · Singapore

- **Designed high-density information dashboards** for a fleet management platform, enabling scan-and-act workflows across concurrent events.
- **Maintained cross-region design alignment** by directing weekly stakeholder reviews with product leads and engineering directors across Singapore, U.S., and Vietnam.
- **Cut concept-to-prototype cycle by 45%** by architecting a token-based design system, standardising components across multi-region teams.

### UI/UX Designer · Accessibility & Inclusive Design

Apr 2020 – Apr 2021

#### Pacific Link Foundation · Vietnam & U.S.

- **Led end-to-end UX** for a social-impact mobile app reaching 2M+ users, covering research, journey mapping, wireframes, prototypes, and final UI.
- Achieved **32% improvement in task success rate** and 23,000+ user conversions by running a 100+ participant usability testing programme across 4 iterative rounds.
- Ensured **WCAG accessibility compliance** and data privacy standards by partnering with engineering and NGO leads throughout delivery.

### UX & Visual Communication Consultant

Jun 2019 – Apr 2020

#### Stega Capital · Singapore

- Reached 1,000+ learners across Singapore and Japan by **designing end-to-end UX and visual identity** for 'Sir Larry in Financial Land', an interactive financial literacy programme.
- **Defined interaction standards for novice-user journeys** by consulting on interface patterns and content hierarchy for digital financial platforms.