

# Joanne Nghiem

Mobile: 61+ 451 910 412 | Email: n.nghiem049@gmail.com | [Linkedin](#) | [Portfolio](#)

## PROFESSIONAL SUMMARY

---

UX Designer and Frontend Developer specialising in translating complex operational and government workflows into intuitive, accessible digital interfaces. Experienced delivering code-based prototypes using Tailwind CSS, React, and AI-augmented tooling (Claude) to enable live stakeholder validation before development.

Strong background working in agile teams alongside developers and business analysts to embed user-centred design into real, production systems used by the public, operational staff, and enterprise users.

## SKILLS

---

### User Experience & Research

User research, usability testing, journey mapping, information architecture, WCAG 2.1 AA accessibility, translating complex workflows into simple user journeys

### Code-Based Prototyping & UI Build

Tailwind CSS, React, reusable UI components, design systems, utility-first CSS, developer-ready interfaces

### AI-Augmented Design Workflow

Claude, AI-assisted UI generation, rapid layout and component iteration, functional prototypes for stakeholder walkthroughs

### Collaboration & Delivery

Agile delivery, working in sync with developers and BAs, stakeholder workshops, documentation, usability validation, training and knowledge transfer

## PROFESSIONAL EXPERIENCE

---

**Avanade** | Consulting Analyst

May 2022 – Current

Deliver UX design and frontend development for government and enterprise platforms, specialising in converting complex operational requirements into accessible, production-ready user interfaces within agile teams.

**Key Client: Defence Export Controls** | UX Designer & Frontend Developer July 2025 – November 2025

- Translated complex export regulation workflows into a guided conversational journey for public and operational users
- Produced mid fidelity and code based prototypes to validate user flows and interaction patterns with stakeholders
- Applied client provided brand assets including logo, favicon, typography, and colour palette to align the interface with design standards and visual identity guidelines

- Built accessible, responsive UI components using Tailwind CSS aligned to WCAG standards and integrated with REST APIs
- Used Claude to rapidly prototype functional UI concepts for live walkthroughs prior to development
- Worked in tight synchronisation with developers and business analysts to align design with sprint delivery

**Internal initiatives:** Accenture internal product | UX Designer & Frontend Developer July 2024 – June 2025

- Redesigned and delivered a previously undelivered Marketplace dashboard for an infrastructure monitoring product, simplifying navigation of topology templates and node structures through Figma prototypes and a rebuilt UI
- Ran collaborative design workshops with engineers and product stakeholders to assess trade offs and refine features based on feasibility and user value
- Built the live frontend using JavaScript, CSS, and Python, adjusting backend payload structures to support reusable and user contributed topology templates

**Key Client: Australian Taxation Office** | IT Application Developer                      October 2022 – December 2023

- Implemented WCAG 2.1 AA compliant frontend components for complex government workflows, contributing to a public platform used by millions of users
- Strengthened design system adoption by standardising interaction patterns across teams
- Collaborated daily with designers, QA, developers, and content authors to ensure design intent translated into live interfaces
- Contributed to documentation and knowledge transfer to support product uptake

## **EDUCATION**

---

**University of Technology, Sydney**  
Bachelor of Information Technology

## **SELECTED PROJECTS**

---

### **Opal — Designing Around How People Actually Travel**

UX research and interaction redesign demonstrating how transit tools can be reframed around commuter behaviour rather than ticketing administration.

### **Focus — Removing the Decision to Improve Task Initiation**

Behavioral UX project exploring conversational interaction as a structural alternative to task lists for users with ADHD.

## **TOOLS**

---

**Tools:** Figma, FigJam, Miro, Tailwind CSS, React, Git, Jira, Confluence, Claude

## **REFERENCES**

---

Available upon request.