



Duong Ngoc Minh Anh

USER EXPERIENCE DESIGNER

Enterprise SaaS • B2B • Fintech • Banking •
Workflow Systems

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Ho Chi Minh City, Vietnam

PROFESSIONAL SUMMARY

UX Designer with 3+ years of experience designing enterprise workflow applications, SaaS products, and digital banking platforms. Experienced in translating user research, business requirements, and operational complexity into scalable interaction models, information architecture, and design systems. Passionate about improving usability, accessibility, and workflow efficiency through evidence-driven design and close collaboration with product, engineering, and research teams.

CORE DESIGN EXPERTISE

- Enterprise UX
- Product Design
- User-centered Design
- Workflow Design
- Enterprise Systems
- User Flow
- Customer Journey
- Information Architecture
- Interaction Design
- Interaction Models
- User Research
- Usability Testing
- Accessibility
- Design System
- Dashboard Design
- Responsive UI
- Complex Forms
- Wireframing
- Prototyping
- Cross-functional Collaboration
- Developer Handoff
- Design QA
- Design Thinking

PROFESSIONAL EXPERIENCE

UX/UI Designer @ MAYTRIX

07/2025 – Present

Leading UX design for an enterprise education ecosystem serving internal operations and online learning platforms.

- Exam Prep & Online Course Platform** — Web app for practice tests, mock exams, and self-paced courses.
- Internal Operations CRM** — Role-based system for accounting, academic affairs, and teaching staff.
- Test-Center Landing Pages** — Marketing landing pages for the exam-prep center.

UX/UI Designer @ KIENLONGBANK

2023 – 2024

Designed enterprise banking solutions focused on digital lending, employee financial services, and workflow-oriented banking operations.

Project: Earned Wage Access

Designed a flexible salary access platform enabling employees to access earned wages before payday.

- Created user flows, information architecture, wireframes, prototypes, and high-fidelity UI.
- Facilitated usability validation sessions with internal users and synthesized findings into workflow improvements.
- Ensured UI consistency and accessibility (WCAG-aligned) across web and mobile experiences.

Project: Loan Origination System

Designed an enterprise loan origination platform that streamlined multi-step approval workflows for banking operations.

- Optimized complex forms, dashboard views, and multi-step approval workflows to improve task completion.
- Built reusable UI components following design system standards.
- Collaborated with Product Managers, Business Analysts, Engineers, and QA throughout product delivery.

PROFESSIONAL EXPERIENCE (CONTINUED)

UX/UI Designer @ UNICLOUD GROUP

2022 – 2023

Designed fintech and enterprise banking products for KienlongBank and internal business platforms.

- **KienlongBank Pay** — Payment management platform for retail customers.
- **UniPOS** — POS system for merchant sales and store management.
- **Pay Gate Core** — Payment gateway processing transactions across channels.
- **eKYC** — Electronic identity verification (Know-Your-Customer) onboarding.
- **UnicloudCA** — Digital signature & e-contract certificate authority.

UX/UI Designer @ PITO

Freelance

- **Pito Web Platform** — B2B ordering for company meals and event catering.
- **Pito Mobile App** — On-the-go ordering and order tracking for business clients.

UX/UI Designer @ EVOL

Freelance

- **AI CRM Integration Platform** — Chat bot, eTag & time-attendance flows built into the platform.
- **Workforce Management Suite** — Manage staff, work locations, and projects on the web.
- **Project Management Tool** — Project tracking connected to the integration services above.

FEATURED PRODUCT PROJECTS

✓ Enterprise Workforce Management Platform	Enterprise SaaS
✓ Education CRM	CRM Platform
✓ VTest Learning Platform	EdTech
✓ Earned Wage Access	HR Fintech
✓ Loan Origination System	Digital Lending
✓ Payment Gateway	Payments
✓ UniPOS	Merchant POS
✓ KienlongBank Pay	Payment Platform

AI PRODUCT DESIGN

- AI-assisted Enterprise Workflows
- AI-enhanced User Experience
- Prompt-driven Interaction Design
- Human-centered AI Experiences

DESIGN, PM & AI TOOLS

Figma	FigJam	Miro	Jira
Confluence	Adobe Photoshop		
Adobe Illustrator	Claude	Stitch	
Google AI Studio	Superdesign.dev	v0.dev	

EDUCATION

University of Economics and Law

Bachelor of Management Information Systems
2019 – 2023

CREDENTIALS

Google UX Design Professional Certificate

LANGUAGES

Vietnamese Native

English Professional Working Proficiency