

Uyen Bui

Human Factors Engineer/Researcher

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Detail-oriented Human Factors Engineer/Researcher focused on creating safe, usable, and accessible products.

California State University, Long Beach

M.S., Human Factors

Long Beach, CA

Aug 2019 – July 2021

California State University, Long Beach

B.A., Psychology

Long Beach, CA

Aug 2015 – May 2018

Experience

Human Factors Engineer II

UserWise, LLC

Jan 2024 – Present

San Jose, CA

- Leading formative and summative human factors projects to meet client deadlines.
 - Managed study preparation (e.g., study protocol and datasheets), client communication, execution, and reporting for a marketing claims study targeted towards cath lab staff.
 - Managing study preparation, client communication, execution, and reporting for a late-stage vagus nerve stimulator targeted towards rheumatoid arthritis patients.
- Moderating formative/summative usability study sessions, performing root cause analysis, and summarizing results.
- Collaborate on human factors projects (e.g., early-stage surgical robot) – develop datasheets, protocol, and report.

Human Factors Engineer I

UserWise, LLC

Oct 2021 – Dec 2023

San Jose, CA

- Collaborator on over 25 human factors projects to produce study protocols, datasheets, use-related risk analyses (URRAs)/uFMEAs, Known Use Problem/Error Summaries, and HFE submission reports according to the FDA 2016's Human Factors guidance and IEC 62366 standards for medical device companies seeking FDA approval.
- Leading human factors projects (e.g., formative/summative usability studies) to meet client deadlines.
 - Managed usability study preparation, execution, and reporting for an early-stage rechargeable external power supply targeted towards chronic pain patients.
 - Managed usability study preparation and client communication for an early stage charging device targeted towards Parkinson's Disease patients.
- Designing and executing formative and summative usability studies to collect user feedback on medical devices.
 - Conduct user interviews and research to inform study design (e.g., study environment setup).
 - Moderated over 60 usability study sessions and observed/took notes for over 80 study sessions for various products (e.g., intravitreal delivery device, implant charging systems) and performed root cause probing on use issues (i.e., use errors, close calls, difficulties).
- Communicating usability findings and recommendations to clients for continuous product improvement via formal study reports and Power Point presentations.

Usability and Accessibility Researcher

Center for Usability in Design and Accessibility

Mar 2020 – Oct 2021

Long Beach, CA

- Executed usability and focus-group style evaluations on two in-development CSU Faculty Dashboards and a chatbot feature to gather faculty reactions, feedback, and behaviors for the CSU Chancellor's Office.
 - Analyzed qualitative and quantitative data by examining participant verbal comments, task performance, and survey responses from testing sessions for trends and themes.
 - Summarized key findings and recommendations from evaluations in presentations and reports.
- Performed web accessibility evaluations using NVDA, JAWS, JAWS Inspect, WAVE, ANDI, Colour Contrast Analyser, and Windows Resizer on university products to ensure WCAG 2.1 compliance.
- Provided virtual web accessibility training to and graded assessments for incoming lab members.
- Wrote alternative text for Human Factors course Power Points to ensure compliance to Quality Matters accessibility.

Skill Set

- Usability Testing, Qualitative/Quantitative Methods, User Interviews, Focus Group Evaluations, Heuristic Analysis, Task Analysis, Use-Related Risk Analysis, Root Cause Analysis
- Medical Device Human Factors – FDA 2016 Human Factors Guidance, IEC 62366, ISO 14971, ANSI/AAMI HE75
- JAWS, JAWS Inspect, WAVE, ANDI, NVDA, Lighthouse, Colour Contrast Analyser, Windows Resizer