

YINGQI CHE

With a strong foundation in graphic design and UX/UI, complemented by strategic insights from an MBA, I am transitioning into software development to build intuitive and functional digital experiences. My passion lies in solving complex problems through clean, user-centric code, bridging design and development to create seamless and engaging solutions.

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WORK EXPERIENCE

User Experience Designer

VoltaRocks, Melbourne

Jul 2023 - Apr 2024

- Collaborated with a cross-functional team to redesign user interfaces for both web and mobile applications, ensuring a cohesive and responsive design across all devices.
- Contributed to the design of innovative user experiences, prioritising seamless navigation and optimal usability across digital platforms.
- Adhered to the established style guide to ensure consistent design aesthetics.
- Facilitated user interviews to gather valuable insights and feedback, informing the iterative design process and improving user-centric solutions.
- Developed proficiency in Figma and improve communication skills through team collaboration and design critiques.

Receptionist

Hotel Claremont Guesthouse, Melbourne

Oct 2018 - Oct 2019

- Excellently navigated guest issues, including emergencies. Implemented solutions to ensure guest safety and maintain high satisfaction.
- Fostered positive experiences through proactive communication with guests and coordination with external agencies, addressing inquiries and resolving issues promptly.
- Implemented feedback mechanisms to gather customer insights, driving improvements in service delivery and guest experience.
- Managed face-to-face, email, and phone inquiries via different platform.

Officer of Overseas Sales Department

NeoGenesis Co., Ltd, South Korea

Apr 2016 - Apr 2018

- Professional networking: Successfully maintained connections with existing customers and actively sought relationships with potential clients.
- Event management: Organised and executed product showcases at major industry events, creating interactive experiences that effectively communicated product value and gathered user feedback.
- Visual marketing: Improved product appeal and user engagement by producing high-quality, edited images for marketing materials, demonstrating a keen eye for design and user appeal.
- Achievement: Achieved a 30% increase in team sales within 6 months.

EDUCATION

Associate Degree in Graphic Design

RMIT University

Feb 2022 - Nov 2023

Master of Business Administration

Kyung Hee University

Sep 2012 - Aug 2014

Bachelor in Teaching Chinese as a Foreign Language

Harbin Normal University

Sep 2007 - Aug 2011

PROFESSIONAL DEVELOPMENT

Web Development

Generation Australia

Aug 2024 - Nov 2024

UI/UX Design

RMIT University

Feb 2023 - May 2023

SKILLS

Design

Visual Design, User Research, User Flow, Wireframing, Prototyping, User-testing, User-friendly Design, Responsive Design, Visual Design

Tools

Figma, Adobe XD, Photoshop, Illustrator, Indesign, After Effects

Language

Fluent in English, Mandarin, Korean