

# Ossian Lin

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## EXPERIENCE

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### Far Eastern Electronic Toll Collection

Nov. 2022 - Present

#### *Business and Operations Management Specialist*

*Banqiao, Taiwan*

- Spearheaded the transformation of Taiwan's intelligent transportation system, elevating the driving experience and service efficiency through end-to-end product management and platformization strategies.
- Revamped a parking payment system, enhancing user experience and its English interface through intuitive design and streamlined payment flows, which significantly reduced transaction time.

### Taiwan Design Research Institute

Nov. 2021 - Mar. 2022

#### *Associate Researcher*

*Taipei, Taiwan*

- Engaged in scenario planning and applied speculative design to lead workshops involving over 5 non-profit organizations, focusing on Taiwan's transportation and deep ocean water resources.
- Facilitated a cross-departmental design thinking workshop within the Taipei government to develop a telehealthcare service prototype for three towns.
- Conducted interviews with various Asian industries and utilized a large database to create a design tool website with design methodologies and supplementary materials.

### Institute for Information Industry

Oct. 2018 - Sep. 2021

#### *UI/UX Designer*

*Kaohsiung, Taiwan*

- Conducted extensive user research and defined Technology Development Program vision for the next 4-year roadmap for traditional industries in Kaohsiung.
- Managed a government's start-up hub, supported 4 start-up companies to launch their products.
- Led a team to create a mobile app for an exhibition, providing event tours and AR lottery to over 1,000 attendees in 2 months.
- Created an AR English learning application that reduced school renovation budgets by 90% while increasing student engagement by 80%.

## EDUCATION

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### National Taiwan University of Science and Technology

*Taipei, Taiwan*

*Master, Graduate Institute of Color and Illumination Technology, GPA 3.64*

### I-Shou University

*Kaohsiung, Taiwan*

*Bachelor, Biomedical engineering*

## Outside 9 to 5

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- As a writer in Medium to share with beginners learning UX, making products.
- Join an interaction design community and be an IxDA Taiwan member to meet with more outstanding designers, product managers, and engineers.