

EXPERIENCE

Senior Design Consultant

Capco

Sept 2019 - Present

Notable work:

- Creating a financial wellbeing proposition with focus on carbon footprint, leveraging behavioural psychology
- Designed a banking app for ultra-high-net-worth clientele

Ongoing:

- Deliver Design Thinking workshops and trainings
- Cultivate a community of design thought leaders

Lead UX Designer

Tobias & Tobias

April 2018 - June 2019

- Delivered MVP of a platform aiming to empower data scientists with knowledge and insights for an Tier 1 investment bank
- Defined & validated a post-retirement financial product proposition for a fintech startup in 3 weeks

UX Design Lead

IBM iX (Project: Foreign and Commonwealth Office)

Nov 2017 - Apr 2018

Led user research and design for a new digital service for diplomats aligning to GDS standards

UX Designer

Rebel Hack Studios

Feb 2016 - June 2017

Managed the user experience related growth experiments and implementations in an Agile, client-facing team

EDUCATION

MSc Human-Computer Interaction with Ergonomics

University College London

2014 - 2015

BSc Psychology

University College London

2009 - 2012

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www.christielau.me

Speaking and Community

Keynote speaker & Panelist:

UX Crunch, Tech Cirucs

Teaching:

Skillshare

Mentoring:

Springboard, ADPList

Tools & Technologies

Paper prototyping, Sketch,

Figma, Mural, Invision,

Google Analytics,

HTML, CSS, Javascript

Skills

Photography

Hand sketching

Workshop facilitation

Horticulture

Languages

English (professional)

Chinese (Native)