## **Product Designer**

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### **Education**

# Communications and New Media (B.A)

Interactive Media Development specialization

National University of Singapore Aug 2015 – Current Expected Graduation: Dec 2018

### **NUS Overseas College**

NOC Silicon Valley, Batch 31 Jan 2017 – Dec 2017, Bay Area, USA

Prestigious and competitive technopreneurship program in partnership with startups in San Francisco Bay Area.

### **Skills**

### Design

Rapid Prototyping with InVision • Wireframing with Photoshop & Sketch • Illustration & UI with Illustrator • Motion design with Principle • Style Guides • Abstract • Balsamiq

#### Research

Design Sprint • Agile Methodology • User Flows • Competitive Analysis • Storyboarding • Usability Testing • Information Architecture • Statistical Analysis

#### **Web Development**

HTML5 • CSS3 • JavaScript •
GulpJS • Jekyll • SEO Optimization •
PHP • WordPress • Github • Google
Analytics • SmartLook

### **Work Experience**

### Information Designer (Intern), IBM iX

August 2018 - Dec 2018 // Singapore

Designing an internal tool to improve sales processes, provide more transparency with clients, and to develop a shared responsibility between Production and Sales teams.

### UX/UI Designer (Intern), Sea Ltd

May 2018 - Aug 2018 // Singapore

Sea Labs' first UI/UX Design Intern working with developers and marketing to redesign marketing website on a POS application used by more than 15,000 Food and Beverage businesses in Thailand and Vietnam.

### **Product Designer, StaffAny**

January 2018 - May 2018 // Singapore

Part of early team; Co-led product team to research and design solutions to enhance shift managers' existing rostering methods — Ran 6 Design Sprints, interviewed users and conducted usability tests, crafted user flows and information architecture, designed 5 different versions of UI and shipped a high-fidelity UI implemented in working prototype used by early users. StaffAny is released in App Store and Google Play.

#### **Designer (Intern), Arch Systems**

January 2017 - December 2017 // Mountain View, CA

Created Arch's design system to improve consistency across products; Contributed to 10X visitor count of marketing website — Expanded site to >50 pages, optimized desktop/ mobile loading speeds by 50%, increased SEO scores by 40%, improved scaling with Jekyll; Conducted market research and designed marketing collateral.

### **Freelance Designer**

Jul 2016 - Present // Singapore

Designed websites for small businesses and organizations to boost online presence; Increased marketing reach through SEO & marketing tools.

### **Projects**

### My country wants to cashless, so I redesigned a digital wallet

Jun 2018 // UX Collective - www.bit.ly/medium\_dbspaylah

A personal redesign project that reached 6,000 views within a week, got me invited to Development Bank of Singapore to talk about the project, and received praise from Senior Managers of banks such as UOB, OCBC, DBS, and Design Leaders from reputable companies like IBM, PayPal, and Pivotal.