







PROFILE

- I am a multidisciplinary designer specialised in Service Design, hybrid UI and UX Design
- I have rich experience with **end to end product design**, and highly enjoy involving in the entire design process
- I am passionate about delivering innovative values to society through the power of design. I believe that this is an obligation to designers

PERSONAL INFO

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Macau China Passport

LANGUAGE

- | | |
|-----------------------------------|-------------------------------------|
| English
(Fluent) | Cantonese
(Native) |
| Japanese
(Intermediate) | Mandarin Chinese
(Native) |

SKILLS

- Service Design Tools + Strategy**
Workshop, Persona, Storytelling etc.
- UX Research + Prototype**
Sketch, InVision, XD, Framer.js
- Visual + UI + Branding**
Photoshop, Illustrator, Indesign
- Usability Testing**
Cognitive Walkthrough etc.
- 2D Animation + Motion Graphic**
After effect, Final Cut Pro
- 3D + Rendering & Modelling**
Solidwork, SketchUp, Key Shot
- Programming**
HTML, CSS, Framer.js

EDUCATION



Royal College of Art
MA Service Design, London UK

2015 - 2017



Imperial College
MBA module (Innovation, Entrepreneurship & Design), London UK

2015 - 2016



National Cheng Kung University
BA Industrial Design, Tainan Taiwan

2010 - 2014



Pui Ching Middle School
Science, Macau China

2004 - 2010

SELECTED WORK EXPERIENCE



Senior Service Designer
BT Group | London UK

02/2022 - PRESENT

- Dedicated to lead end-to-end Service Design practices with key stakeholders, driving project strategies and business visions with user centered approach
- Facilitated co-creation throughout the design process, from problem framing, ideation to prototyping. Proving agile service design values in business by aligning expectations
- Facilitated collaboration and communication by integrating all relevant projects and teams in an entire picture (service blueprint), taking the shared understanding to prioritise and define key opportunities



Senior Service Designer
Globant | London UK

02/2021 - 02/2022

- Delivered a high-level experience journey framework that helps global marketing and sales teams positively contribute to business goals
- Defined service strategies and experience principles on automotive eCommerce by utilising human-centered design and service ecosystem



Product Designer (Service Designer)
Tata Consultancy Services | London UK

12/2017 - 12/2021

- Led the end to end product design (hybrid service design, UI, UX) in a large-scale project
- Defined core values from UX research and transferred to high level strategy
- Collaborated closely with business manager, software developers, UX researchers, and marketing team
- Contributed to product vision and strategic plan with business manager
- Delivered and validated high fidelity prototype for a client with Agile methodology. This digital service lives in 1500+ retail stores at present
- Led the consistent visual language across multiple digital communication channels for projects



Graphic Designer

08/2014 - 12/2014

Conde Group | Macau China

- Responsible for branding concept development and graphic outputs (CIS Design), reported directly to design director
- Co-design booth exhibition and 3D floor plan for a large scale event

XD's

UI/UX Designer (Freelance)

10/2017 - 11/2017

XD's Group | London UK

- Established the service structure and user flows for the web and mobile
- Prototyped and designed an approachable experience for focus group

SELECTED PUBLIC SPEECH & LECTURER



The Value of Service Design in Business

05/2022

Pontifical Catholic University of Peru | London UK

- A 'Field Talk' dedicated to undergraduate students from the Faculty of Art and Design of PUCP



Learn User Experience by Service Design Principle

01/2021

Hong Nam Volunteer Association | Macau China

- A public speech aimed to motivate, inspire and educate government organisers, teachers and volunteers about the values of user experience (Over 100 audiences)

EXHIBITION EXPERIENCE



London Design Festival 2013

09/2013

Mind The Gap Exhibition | RCA London UK

- This exhibition looks at the challenges facing modern urban transportation hubs and the design strategies used to respond to them. This project collaborate with RCA Design Product's Platform 17



Imperial College - Fringe Festival 2017

02/2017

Worth+ project | London UK

- One of my project - "Worth+" raised awareness of the credibility of sustainable accounting practices within the ICAEW and requested that was selected by Imperial College and the Royal College of Art to exhibit Fringe Festival in 2017

CERTIFICATE



- **ABRSM - Grade 8 Piano**

Associated Board of the Royal Schools of Music



- **JLPT - Japanese N2**

Japanese-Language Proficiency Test