

PROFESSIONAL SUMMARY

Product-minded builder who tackles complex problems with velocity and care, connecting patterns and turning ambiguity into scalable, low friction systems. Leads cross-functional teams with calm, detail-driven execution, grounding decisions in data and user insight to turn ideas into shippable plans. Blends imagination with evidence, communicates with warmth, and iterates openly to maintain momentum without sacrificing quality. Delivers intuitive experiences and cleaner operations that reduce support burden and enable revenue growth.

WORK EXPERIENCE

Atlassian | Designer

2022-2025

Atlassian's first AI powered performance review tool

- The Atlassian **bi-annual performance review takes 10 hours per employee each cycle**. Decreased this time by leading a team of engineers, designers, and a program manager to create Atlassian's first AI-powered performance tool that allows employees to find their work and write self-assessments.
- **Drove over 30% company adoption in the first performance cycle, saving 10,000 hours in the last half of the financial year.**
- The tool was showcased in our company-wide design showcase, and many Atlassians commented on how it dramatically optimised the existing process we have in place.

Driving optimized operations

- Identified long-standing gaps in work visibility and planning that led to wasted time and unnecessary cost; created a standardised **Jira playbook adopted by 50+ designers**.
- Built on Atlassian's AI capability across the design org by organising and **delivering a full-day AI design workshop for 105 attendees, including design leadership**.
- Strengthened design craft by facilitating monthly Content Design community talks that **consistently inspired 30+ participants**.

AI Admin Hub audit log onboarding

- The onboarding process for the audit log was manual and prone to errors. **Over 40+ logs were onboarded each month**. To ensure that all **4.5 million monthly users receive quality logs**, I created a solution for a new automated flow.
- Led a team of engineers and designers to leverage Natural language processing (NLP) and input validation to ensure the proper structure of audit logs and prevent poorly formatted inputs from being used in the system.

Multi-Org Domain claim

- Enterprise customers were blocked by missing automatic account management in Admin Hub; shaped the general user workflows, now **used by 325 organizations to manage 42,000+ accounts, increasing revenue by \$100k per month**.

Enterprise Ready Login Customisation

- Translated user needs with Admin login customisation feature **reaching 4.5 million monthly users** to secure user logins and led the design strategy while managing fast-paced work and ensuring delivery on time without compromising on quality.
- Designed workflows that align with user feedback and business requirements, producing content addressing **500 support requests, saving the company \$ 57,000 annually in support costs**.

CERTIFICATIONS

Certification of Interface Design | 2025

Shift Nudge

Piano Performance Diploma (ATCL) | 2024

Trinity College London

ACADEMIC HISTORY

Yoobee Colleges of Creative Innovation | 2022

UX Design Micro Credential Course

Auckland University of Technology | 2023

Bachelor of Communication Design

SKILLS

- Atlassian product suite (Jira, Confluence, etc.)
- Fluent in Mandarin and English.
- Figma, Miro, Adobe Illustrator, Adobe Photoshop, Adobe After Effects.