

# Josephine Lo

Aspiring UX/UI Designer



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## Experiences

### MEDICAL ASSISTANT @ MARC DYER, MD

Sept 2021 - Present

- Collaborated with physicians and other medical professionals to deliver and improve patient-centered care for patients seeking solutions
- Interviewed 25 patients per day to obtain medical history, chief complaints and vital signs
- Problem-solved patient complaints through customer and technical support via telephone and telemedicine

### MEDIA DESIGN CREATOR @ A2F IRVINE

Jul 2021 - Jan 2022

- Crafted visual designs and various elements for unique content across digital platforms such as Instagram and Facebook
- Employed storytelling for digital content and developed creative campaigns to promote the club
- Coordinated with publications and design teams to publish projects and visual presentations

### INTERN @ INTERNAL MEDICINE AND AESTHETICS

Dec 2019 - Mar 2020

- Communicated with healthcare team to manage and establish patient care including developing patient education
- Processed referrals to specialists, and called 20 patients per day to follow-up on disease management and preventive care services
- Created meaningful experiences through connecting with patients from front office to back office

## Education

### CAREERFOUNDRY

Expected Graduation: Dec 2022

*UX Design*

### UNIVERSITY OF CALIFORNIA, IRVINE

Class of 2020

*Bachelor of Science in Public Health*

*Minor: Medical Anthropology*

## Tools

- Figma
- Adobe XD
- Pen & Paper
- Microsoft Office

## Skills

- UI Design
- Visual Design
- Wireframing
- Problem-solving skills
- Critical thinking skills
- User Research
- Usability Testing
- Prototyping
- Journey Maps
- User Flows
- Design Systems
- Computer skills
- Canva
- Digital Media Design
- Presentation and collaboration skill
- Verbal communication skills

## Projects

*Designed web services @ Marc Dyer MD  
(In-Progress)*