

JO-SHAN LEE

Barcelona, Spain.
joshanlee@gmail.com
+34 615 335 909

<https://www.linkedin.com/in/jo-shan/>

PROFESSIONAL SUMMARY

UX designer with Customer Success and Digital Marketing background.

CORE SKILLS

- Customer Support & Experience
- Crisis management and communication
- Project Management
- High Communication skills
- User Research
- Analytics
- Problem solving
- Interpersonal skills

TECHNICAL SKILLS

- HTML, CSS, JavaScript, UML
- Prototyping, Wireframing

TOOLS

- Sketch
- InVision, Balsamic
- Github, Sourcetree
- Atom, Sublime text
- Zendesk, Freshdesk
- Mixpanel, Tableau
- Trello, Asana
- Word doc, Spreadsheets, Slides

LANGUAGES

Native: English, Chinese (Mandarin, Cantonese)
Advance: Korean, Bahasa Melayu
Intermediate: Japanese, Spanish (B1)

ACADEMIC EDUCATION

Certified UX Designer | Front-end for Designers
CareerFoundry | April 2018 - July 2019

- Prototyping, Wireframing, User interviews, Usability testings, Design iteration
- HTML, CSS, JavaScript

Bachelor of Commerce (Accounting)
The University of Adelaide | 2006 - 2008

CAREER HISTORY

Customer Success Specialist
Typeform | April 2018 - Present

- Compliance: Account ownership, Privacy & Data Security, Abuse (Phishing), GDPR - Work closely with Legal Team and Security Team
- Crisis management - Work closely with Product Team and Ops Team
- Queue leading - Make sure that the Support team are updated with important trends, issues, crisis, any Product announcements.
- Ensure different issues get the right priority in the Support queue.

Customer Success Manager | Content Marketer
Eggbum Education | Feb 2017 - July 2018

- Pioneered Customer Success
- Set up and manage Support process on Freshdesk, FAQ page for the website
- Set up FB Messenger bot
- Product Newsletter
- Social Media content management
- Blog content management
- Analytics

Corporate Trainer
Hyundai-KIA Motors Group | Jun 2015 - Dec 2015

- 1:1 direct training and small group training.
- Communicating with clients and tailoring training sessions according to clients learning needs.
- Assisting clients with public speaking training, business emailing, and marketing presentation.
- Preparing daily and monthly reports of training progress.
- Client service