

# Che-Cheng Lee

## UX Designer

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## Education

### Algonquin College (Honours)

Sep 2023 ~ Aug 2025

Interactive Media Design (GPA 3.99/ 4.00)

## Skills

- User research
- User interfaces
- Usability testing
- Qualitative research
- Personas
- Web design
- Interaction design
- Information architecture
- Wireframing
- Visual design
- User Interviews
- Typography

## Certificate

- Foundations of User Experience (UX) Design

## Tools

- Figma
- FigJam
- Photoshop
- InDesign
- Illustrator
- HTML
- CSS
- Wordpress
- Bootstrap
- Lightroom

## Personal Projects

### A cafe in California

- Conducted user research on a mobile-ordering app for a California cafe.
- Performed an interview and use the notes to create an empathy map.
- Identified user's pain points and created personas, user stories, and user journey maps.

### Sushi Kan

- Identified the original website's problems and proposed the solutions.
- Designed wireframes for different screen sizes.
- Created a style sheet and applied styles to the high-fidelity designs.

### Tututu Space

- Analyzed the original website's issues and suggested solutions.
- Designed wireframes for various screen sizes and pages.
- Developed a style sheet and applied styles to the high-fidelity designs.

## Work Experience

### Store Helper, Tututu Space

April 2024 - Jun 2024

- Formatted and edited documents for internal and external use.
- Handled and delivered incoming and outgoing letters and packages.
- Interacted and connected with customers and visitors in a professional and friendly connection.
- Maintained cleanliness and organization in assigned areas.

### Class Representative, Algonquin College

Sep 2023 - Jan 2024

- Collected and summarized feedback on class experiences and reported it to the chairwoman.
- Served as the main point of contacting between students, administration, and professors.
- Attended meetings with student councils and the chairwoman.

### Exhibition Assistant, Chan Chao International Co., Ltd.

Jul 2019 - Feb 2021

- Handled an average of 50 customer inquiries per day.
- Responded to customer inquiries, providing information, and assisting in resolving customer issues.
- Monitored and tracked expenses, and prepared expense reports for approval.
- Ensured the exhibition was ready at the opening, offering the best possible customer experience.