



COVER LETTER

Dear Hiring Manager,

It's not every day that you find someone who's equally obsessed with both user experiences and how to design solutions that actually help people feel better. Fortunately for you, you've found exactly that person. Spoiler alert: It's me.

As a UX Designer with a passion for **transforming healthcare** through intuitive, patient-centered design, I've narrowed my focus over the intersection of empathy and technology. While some people binge-watch Netflix, I binge-watch how patients interact with their health apps and medical portals (don't judge). I'm dedicated to **turning headaches into healing**—no more cryptic appointment schedulers or forms that feel like they require a medical degree to fill out.

In my last project, I collaborated with a healthcare team to **design a novel asthma inhaler with a patient management system**. I led the user research to create the best user experience using our product. This is important because when patients feel empowered by their health tech, they're more likely to take control of their wellness—and less likely to throw their phones across the room in frustration.

I'm excited about the opportunity to bring my **passion for healthcare UX** to Zynx Health and design experiences that make navigating the healthcare world feel less like a diagnosis of "Frustration-itis." I approach every project with a user-first mentality, backing every pixel with **solid research** and **creative problem-solving**.

Thank you for considering my application. I'd love the chance to chat further and explore how we can make healthcare not just functional, but truly human-centered.

Best regards,

Leon Lau