

LILLIAN CHENG

UI UX Designer

Profile

Enthusiastic UI/UX designer, passionate learner, and a believer in assisting others to find solutions.

-  (917) 870-7966
-  lillian.cheng9@gmail.com
-  www.behance.net/lilliancheng
-  in progress

Design Skills

Mobile design • Web design • Interaction design • Wireframing and prototyping • User research and user flow • Typography and visual design

Software

Adobe Creative Suite, Adobe XD, Invision
Microsoft Office • Communication and collaboration tools • Mac and Windows

Soft Skills

Problem Solving • Attention to detail • Teamwork • Multitasking • Customer service

Languages





English • Mandarin Chinese • Cantonese

Currently Learning

Figma • Sketch • CSS • HTML • JavaScript























Education

-  **UI Design Certification**
 2020–Present, UI Immersion & Frontend Development for Designers, CareerFoundry
-  **BA in Psychology**
 2020, University of Massachusetts Amherst



Employment History

-  **Associate Clinical Administrative Coordinator**
 May 2020–August 2020 | UnitedHealth Group, Columbia MD (Remote)
 -  Reached out and scheduled Optum HouseCalls service for eligible UnitedHealthcare members
 -  Answered questions and inquiries for the HouseCalls department, documented details of appointments, other inquiries and comments
 -  Identified, escalated and reported priority issues to the high-level management
-  **Student Work-Study**
 September 2018–January 2019 | UMass Amherst, Amherst MA
 -  Cashier and kitchen staff at Blue Wall, located in campus center
 -  Hands-on food preparation, helped clean and close the station at the end of the shift
 -  Took customers’ orders and delivered them in a timely matter
-  **Order Processor**
 September 2016–August 2018 | Stanley Black & Decker, E. Longmeadow MA
 -  Picked merchandise and prepared orders for shipment
 -  Performed assigned tasks: Stocked shelves, labeled products, general maintenance etc.
 -  Worked closely with other shipping divisions (interdepartmental tasks and work)
-  **Hostress**
 February 2015–November 2017 | Tokyo Asian Cuisine, West Springfield MA
 -  Responsible for greeting and seating guests, providing menus, monitoring dining areas
 -  Answered phone calls, took reservations and answered questions from customers
 -  Processed customer bills and payments



Portfolio

