

Cisco Systems

Mar 2020 - Present  
San Jose, CA

User Experience Architect / Design Lead

Multi-Cloud Networking+AI

Create a focused UX strategy and initiate next-generation structure for innovative SDWAN and Multi-cloud SaaS platform. Outline the future network vision and explain it by stories, flows and milestones. Communicate and collaborate across 7 teams to build it in agile process.

Host design thinking work sessions to engage Cisco customers, partners, engineers from AWS, Azure and Google. Aligned everyone on the same multi-cloud vision, the same user stories and the same product scope.

Simplify and consolidate 98 templates with 873 parameters into 6 intent-driven feature profiles. Implement smart default across parameters in 21 different use case scenarios. Rebuild the app structure to reflect users’ mental model to reduce the time for troubleshooting.

Illumina

Oct 2016 - Mar 2020  
San Diego, CA

Staff User Experience Designer

Multinational Big Data Analytics+AI

From concept to release, I designed the TruSight Software Suite, an unique end-to-end clinical lab application. It was released and announced in JP Morgan Healthcare Conference and got great reviews from Beta customers. I got nominated for Illumina Innovation Award. With great features, TruSight Software Suite helped beta customers solved many unsolved cases.

Collaborated with Genomics England on 100,000 Genomes Project. Researched and designed features in Variant Interpreter, Knowledge Network and CaseLog for population sequencing. The application has sequenced 100000 DNA codes of patients, leading to better, earlier diagnosis and personalized care, for cancer, rare diseases and infectious diseases.

Nodus Technologies

Jun 2015 - Jan 2017  
Orange County, CA

Sr. Software User Experience Designer

Cloud Fintech Integration

Create Single Sign-On (SSO) strategy and user management portal that allows admin to control privileges across multiple organizations. Simplify the customer on-boarding flows and create rapid configuration process. Ensure all the customers without tech background can use application to quickly collect payment online or through mobile devices. Design the reward application that can connect to POS reader to make payment.

Red Digital Cinema

Apr 2014 - May 2015  
Irvine, CA

Sr. UX Designer, Researcher and UX Architect

Modular Quipment

Redesigned UX hierarchy of the product purchasing page, online store and shopping cart has converted over \$1 million in sales in it's first week of being online. Optimized information architecture and simplified page flow has decreased drop off rates by more than 30%. Redesigned features on the RED armory page which drove over 50% increase in repeat-visitor traffic to red.com which resulted in over \$300,000 in purchases within a month.

Sage Group

Jul 2013- Apr 2014  
Irvine, CA

Sr. UX Designer and UX Architect

Cloud Business Management

Transferred over 2,000 Sage Fixed Assets users from using the legacy product to the new online applications, increasing the new user subscription by over 100%. Expanded functionality of the Sage Cloud Enablement to all devices, resulting in 30% sales growth.

Summary

A can-do attitude UX strategist and tech/science savvy visionary who provides deep customer insights, simplifies complex workflow, drives effective collaboration and guides development process to deliver breakthrough results.

Awards

2021

Our People Deal Reward

Innovative design of next generation SD-WAN SaaS and vAnalytics

Connect Everyone Reward

Leading UX of next generation SD-WAN SaaS.

2020

Connect Everyone Reward

Leading UX design for multi-cloud SaaS (Cisco+GCP+AWS+Azure).

2019

Nominated for Illumina

Innovation Award for leading UX for SaaS App: TruSight Software Suite. \*only 30 people in 7000+ employees got nominated

2015

Zenehome: **Qualified for the final** of Y Combinator Competition

Whistle : **First Ever Entrepreneur 20x Winner** at HFTP’s HITEC Austin 2015

Education

School of the Art Institute of Chicago  
Master of Fine Arts  
Visual Communication

Central Academy of Fine Arts  
Bachelor of Fine Arts  
Design

Tools

Figma	Axure
Sketch	Html5 / CSS / JS
Invision	Adobe CC