

SKILLS

UX Design

Design Thinking, User Research,
Contextual Research, Interviewing,
Prototyping, Persona,
Storyboarding, Wireframing,
Low to High Fidelity Design,
UI prototyping, Communication,
Usability Testing, User Empathy.

Visual Design

Graphic Design, Print Design,
Branding, Packaging,
Illustration, Sketching,
Iconography, UI Interface,
Motion Graphics, Video Editing,
Photography.

Software

Adobe XD, Sketch, Figma,
Marvel, Invision, Origami,
Principle, Proto.io, Framer
Adobe Creative Suite
(Photoshop, Illustrator, InDesign,
After Effects, Premiere, etc.)

Programming

HTML/CSS
JavaScript/jQuery
React, PHP, Python.

3D Design

Product design,
3D Modeling & Printing,
Arduino IOT.

AWARD

Winner

Deloitte Infinite Kind
Fin-tech Hackathon

LANGUAGES

English
Chinese Mandarin

EXPERIENCE

Innovation Solutions Designer



Royal Bank of Scotland HQ, Open Experience Centre

Edinburgh, United Kingdom | 2017 - 2018

Led the UX & UI design for a digital-human agent capable of answering over 200 basic customer banking queries for use in highstreet branches in the UK. Designed several products and experience for both internal and customer use.

Design Thinking Consultant



SelectHealth, Intermountain Healthcare

Utah, United States | Sep - Dec 2016

Consulted with the head of marketing on a weekly routine to create solutions to improve customer services through a Design-Thinking employee training program with reading materials, an e-learning video, and workshops.

BYU On-Campus Internship



Samsung Strategy and Innovation Center

Utah, United States | Sep - Dec 2016

Generated startup acquisition suggestions based on research and analysis of opportunities in AI, sensor technology, and data & analytics applied to sports industry in a team of students from tech and business majors.

Solutions Consultant Intern



Royal Bank of Scotland HQ, Open Experience Centre

Edinburgh, United Kingdom | Jun - Aug 2016

Involved in the 10X Pack for the company's 2020 vision with research on technology trends along with UX pilot projects.

EDUCATION

M.A. Web Design & New Media



Academy of Art University

Programming, human centered design, motion graphics...

San Francisco, United States | 2018 - 2019 Fall (Expected)

M.A. Design Informatics with Merits



University of Edinburgh

Design with data, social robots, UX research, HCI, chatbot

Edinburgh, United Kingdom | 2015 - 2017

Business, Strategy and Leadership GPA 3.8



Brigham Young University

Consulting, technology leadership, startup analysis...

Utah, United States | 2016 Sep - Dec

B.A. Product Design Honours

ual:

Central Saint Martins College of Art & Design

University of the Arts London

Design thinking, human centered design, prototyping...

London, United Kingdom | 2012 - 2015