

I am a UX Designer determined to use my curiosity and empathy to improve people's life.

UX PROJECTS

UX Consultant, Outsoul Mobile Website

Client Project | General Assembly | May 2016

- 2.5-week project to redesign its existing mobile web UI to make it easier for people to discover and book trips on the site..
- Designed research strategy including creating survey, conducting user interviews, secondary research, competitive/comparative analysis as well as usability testing.
- Created wireframes based on research and user stories.

UX Designer, Nextdoor Speaker Series

Conceptual Project | General Assembly | April 2016

- 2-week project to design a new flow within Nextdoor app to allow users to host talks at their homes in the easiest way possible.
- Conducted user research & interviews to gain deeper understanding of users' goals and painpoints.
- Synthesized research data to create personas and journey maps, which informs the design of an UI that assists users to host talks at their homes pain free.

UX Designer, Progress Hardware Website

Conceptual Project | General Assembly | March 2016

- 2-week project to redesign the e-commerce website of a neighborhood hardware store that focuses on reorganizing information hierarchy and keeping the company's value of community.
- Created a system map to showcase the relationships between key components (Shop; Learn; Community) of the site.
- Designed wireframes, user flow and prototypes informed by research.

WORK EXPERIENCE

Jun 2013 – Mar 2016 Data Management Analyst, Google Inc.

- Created dashboards using SQL to track various accounts' activities and data cleanliness.
- Collaborated with product team to identify automation opportunities for data management.
- Created and managed data management projects to ensure correct compensations.
- Compiled account reports using SQL to bring back 50 millions per quarter to teams' portfolio.

Mar 2015 – Mar 2016 Pro Bono Product Manager, One Billion Acts of Peace

- Led the redesign of billionacts.org which increased signups by 30%.
- Led design sprint to solve design problems

Apr 2012 – May 2013 Project Coordinator, Google Inc.

- Diagnosed accounts-related issues for sales teams.
- Streamlined account assignment processes using spreadsheet tools.
- Collaborated with cross-functional teams to ensure correct compensation.

EDUCATION

UX Design Immersive, General Assembly

San Francisco, CA | May 2016

Mass Communication Studies, UCLA

Los Angeles, CA | June 2011

TOOLS

Sketch 3
InVision
SQL
Google Spreadsheet
Google Slides
OmniGraffle
HTML/CSS
Photoshop

SKILLS

Wireframing
Prototyping
Data Analysis
System Mapping
Journey Mapping
Personas
Information Architecture
Design Strategy
Product Management
User Research
Usability Testing
Service Design

LANGUAGES

English
Cantonese
Mandarin