



UX work examples with Arlo Software

Feb 2019 - present

I am the sole UX Designer at Arlo Software. The company's main product is a SaaS platform to manage training businesses.

I worked closely with the product, dev and QA team on designing multiple key features added to the existing platform.

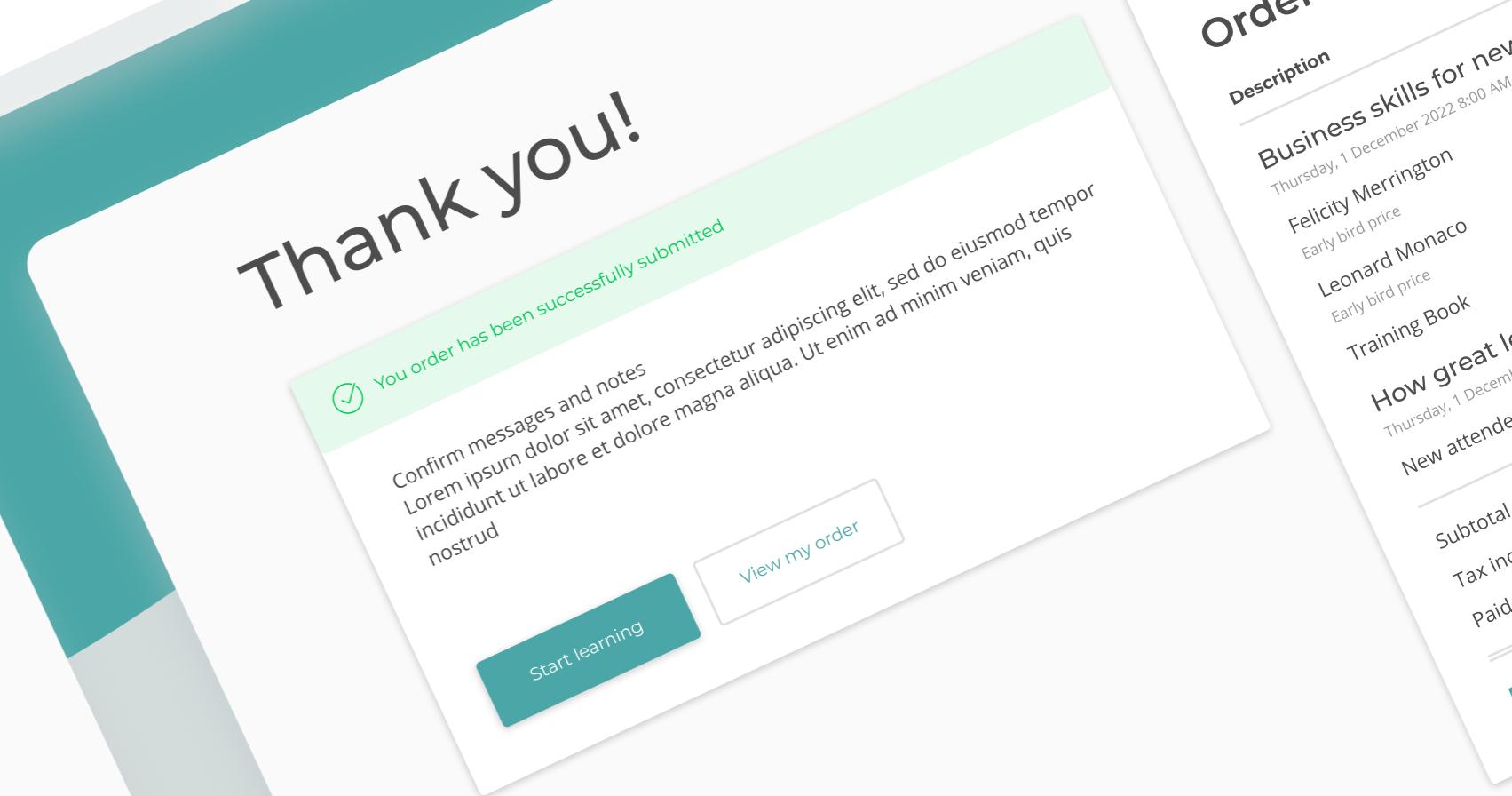
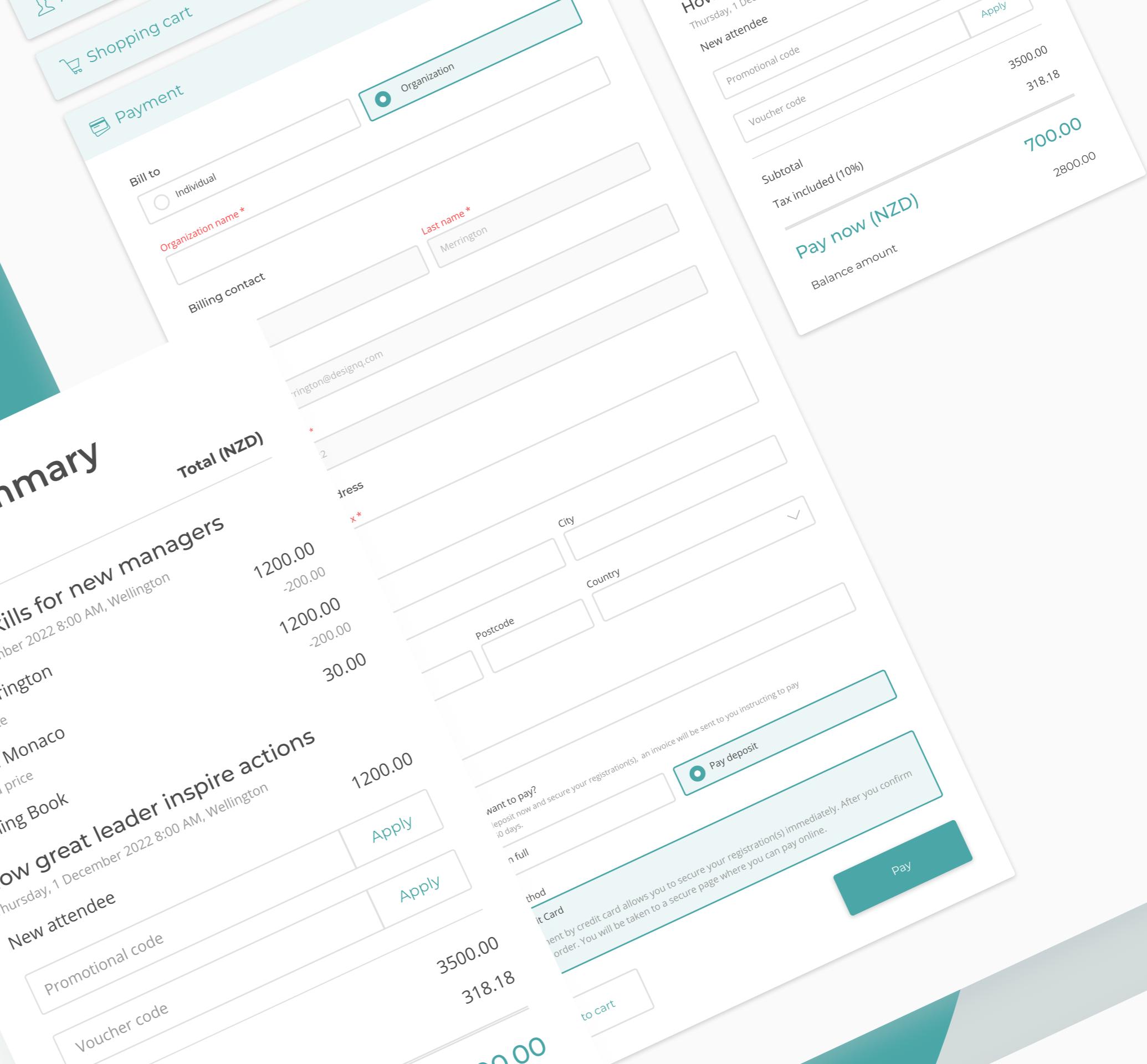
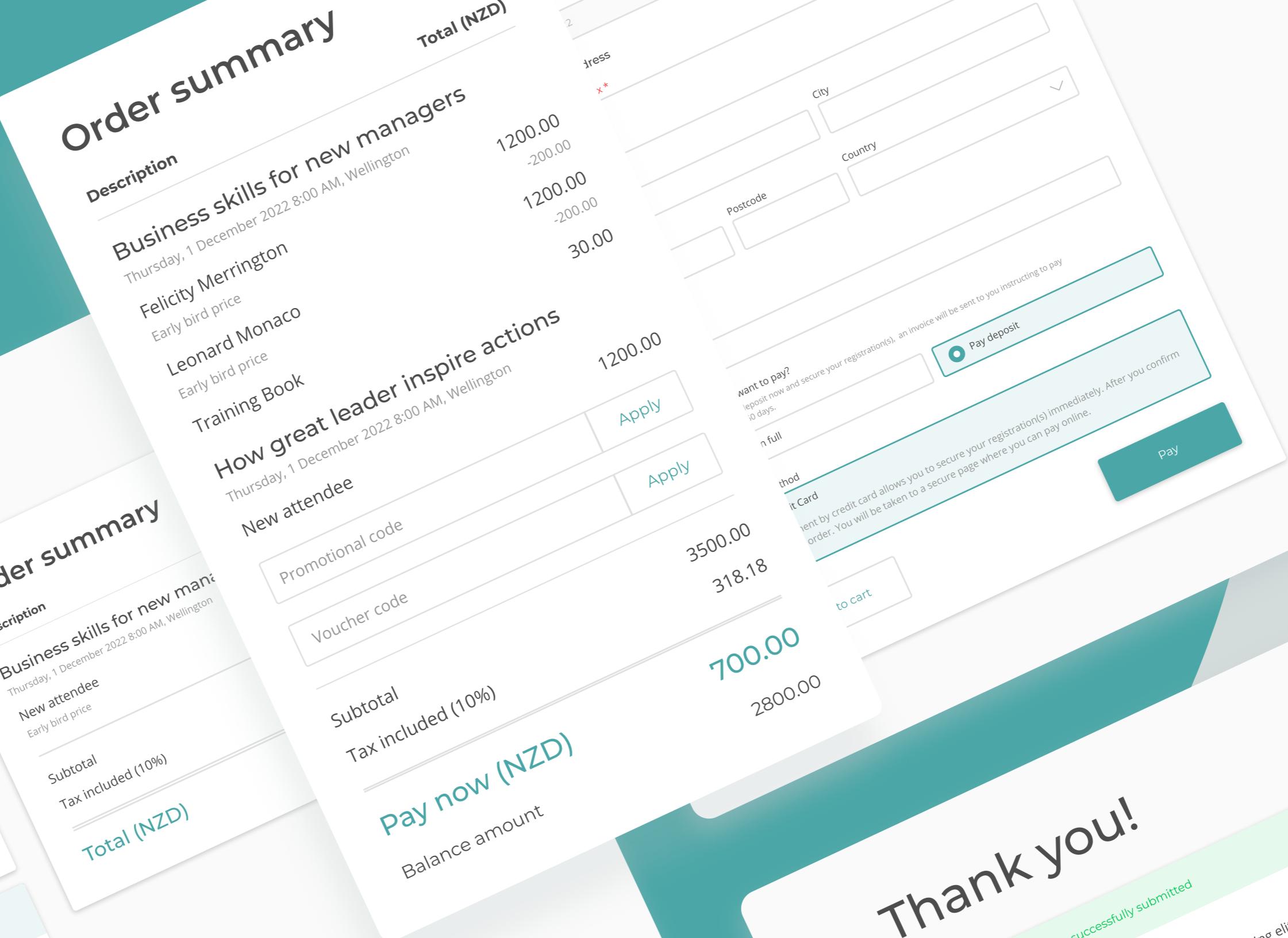
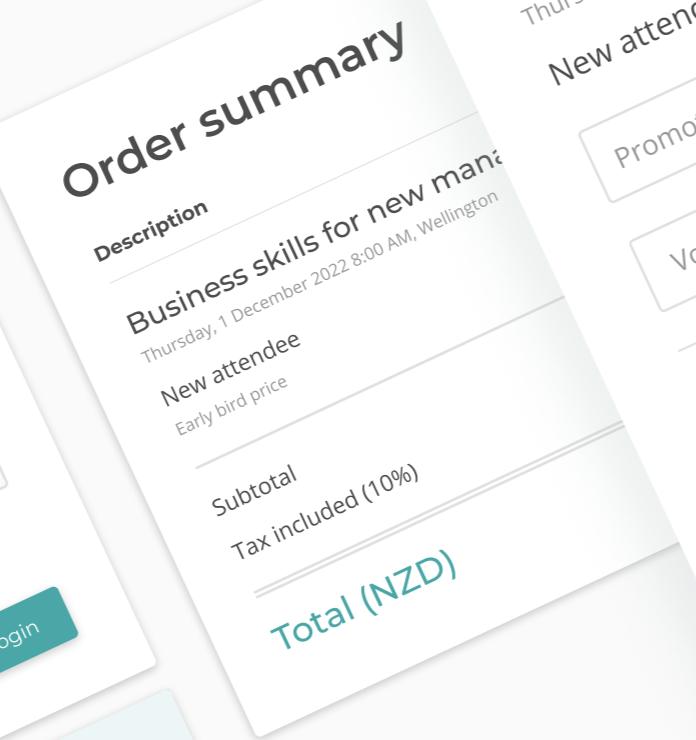
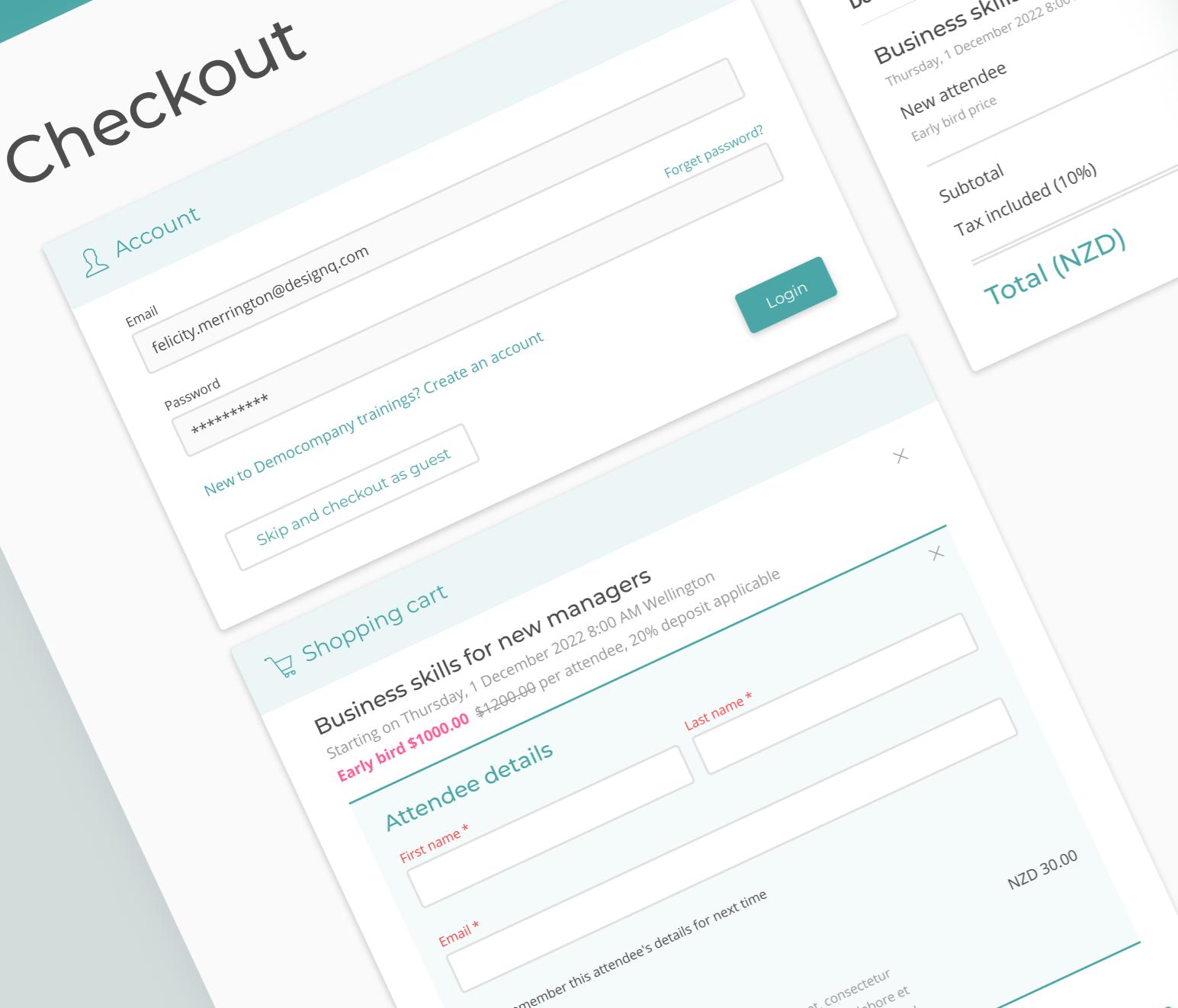
I am also a pivotal figure in designing Gen 2 of Arlo. This process includes research, usability test, and interviews to understand customer needs and behaviour. Also Analysing target market, existing & potential customers and competitors. I proposed a high-level product roadmap with core user stories, and strategy to develop and deliver iteratively. I also launched a project to build a new Arlo Design system. For the Gen 2 product, I created user story charts, wireframes, spec documents and high fidelity prototypes.

Please note

Design works in this doc are either already released or no longer relevant due to change of business priority. They do not represent Arlo's current product roadmap and my current work. And they are sadly not my best works.

Arlo e-commerce

Checkout redesign



Arlo e-commerce

Checkout redesign

E-commerce is one of Arlo's key function.

There are great many moving pieces in this training registration checkout, the cart can hold multiple courses and each course allows multiple registrants. Also Arlo's clients have customisable registration form, and their courses may include optional sessions and products.

We also provide an invoicing system works for both B2C and B2B purchase, and supports various payment methods and options, as well as highly flexible discount and vouchers.

Issues resolved in this redesign

- Confusing two column forms that can be worse looking with some custom fields
- Complex and long process, yet not providing a clear breakdown of pricing in cart and billing steps.

Registration

1 Login 2 Shopping cart 3 Checkout 4 Review and confirm 5 Finish

Multi session multi option multi everything

Starting on Tuesday, 30 June 2020 9:00 AM Wellington (MULTI-008)

Menghui Li

Use an attendee's saved details Menghui Li Enter attendee details manually

First name* Menghui Last name* Li

Email* Mobile phone

This field is required.

Tuesday, 30 June 2020

Mandatory session 9:00 AM – 11:00 AM Free

Session 1 2:00 PM – 4:00 PM \$23.00 incl. GST

Wednesday, 1 July 2020

Session 2 2:00 PM – 4:00 PM \$23.00 incl. GST

Thursday, 2 July 2020

Session 3 2:00 PM – 4:00 PM \$23.00 incl. GST

Friday, 3 July 2020

New session 2:00 PM – 4:00 PM \$23.00 incl. GST

Options

an option \$5.75 incl. GST

another option \$5.75 incl. GST

Forget this attendee

Add another attendee

Add another course Cancel Proceed to checkout >

Registration

1 Login 2 Shopping cart 3 Checkout 4 Review and confirm 5 Finish

Review and confirm your order

Bill To

Menghui Li
dsa
dsa da dsa
New Zealand

Order Contact

Menghui Li
menghui.li@arlo.co

Order Items

Multi session multi option multi everything (MULTI-008) Menghui Li (menghui.li@arlo.co)	100.00
Multi session multi option multi everything (MULTI-008), Mandatory session , 30-Jun-2020 9:00 AM, Menghui Li Menghui Li (menghui.li@arlo.co)	0.00

Subtotal 100.00
Total (NZD) 100.00
Amount due (NZD) 100.00

Total includes GST (15%) amount of 13.04

Show terms and conditions < Back Cancel Confirm

Registration

1 Login 2 Shopping cart 3 Checkout 4 Review and confirm 5 Finish

Order contact

First name* Menghui Last name* Li

Email* This field is required.

Postal address

STREET ADDRESS* This field is required.

CITY* PROVINCE*

POSTCODE* COUNTRY*

New Zealand

Billing address

STREET ADDRESS* DISTRICT This field is required.

CITY* PROVINCE* This field is required.

POSTCODE* COUNTRY*

New Zealand

Payment details

Voucher code Apply Subtotal 100.00 Includes GST (15%) 13.04

Payment method Account Amount due (NZD) 100.00

An invoice will be sent to you requiring payment within 30 days

Terms and conditions

I accept the Terms and Conditions

< Back Cancel Review & confirm >

Registration

1 Login 2 Shopping cart 3 Checkout 4 Review and confirm 5 Finish

Thank you!

Your order has been successfully submitted.

Each attendee will receive an email with the necessary event instructions once this order has been processed and approved.

Order reference: ORD-1014

View my order

Checkout

 Felicity Merrington

Shopping cart

Business skills for new managers

Starting on Thursday, 1 December 2022 8:00 AM Wellington

Early bird \$1000.00 \$1200.00 per attendee, 20% deposit applicable

Felicity Merrington

Leonard Monaco

+ Add attendee 2 places left

How great leader inspire actions

Starting on Thursday, 1 December 2022 8:00 AM Wellington

\$1200.00 per attendee, 20% deposit applicable

Attendee details

First name *

Last name *

Email *

Remember this attendee's details for next time

+ Add attendee 0 places left

Continue shopping

Check out

Order summary

Description	Total (NZD)
Business skills for new managers	
Thursday, 1 December 2022 8:00 AM, Wellington	
Felicity Merrington	1200.00
Early bird price	-200.00
Leonard Monaco	1200.00
Early bird price	-200.00
Training Book	30.00
How great leader inspire actions	
Thursday, 1 December 2022 8:00 AM, Wellington	
New attendee	1200.00
Subtotal	3500.00
Tax included (10%)	318.18
Total (NZD)	3500.00

Email *

felicity.merrington@designq.com

Phone number *

222 22 2222

Billing address

Street/PO box *

Suburb

City

State

Postcode

Country

Payment

Purchase order

How do you want to pay?

You can pay a deposit now and secure your registration(s), an invoice will be sent to you instructing to pay the balance in 60 days.



Pay in full



Pay deposit

Payment method



Credit Card

Payment by credit card allows you to secure your registration(s) immediately. After you confirm your order. You will be taken to a secure page where you can pay online.

[Back to cart](#)[Pay](#)**Order summary**

Description	Total (NZD)
-------------	-------------

Business skills for new managers

Thursday, 1 December 2022 8:00 AM, Wellington

Felicity Merrington	1200.00
Early bird price	-200.00
Leonard Monaco	1200.00
Early bird price	-200.00
Training Book	30.00

How great leader inspire actions

Thursday, 1 December 2022 8:00 AM, Wellington

New attendee	1200.00
--------------	---------

Promotional code	Apply
------------------	-----------------------

Voucher code	Apply
--------------	-----------------------

Subtotal	3500.00
----------	---------

Tax included (10%)	318.18
--------------------	--------

Pay now (NZD)	700.00
----------------------	---------------

Balance amount	2800.00
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Arlo design system concept

* This is one of the styles I explored in earlier stages. With assumptions to keep Arlo as a B2B enterprise software.

Typography

H2 Headline - page title

H3 Headline

H4 Headline

H5 Headline

H6 Headline

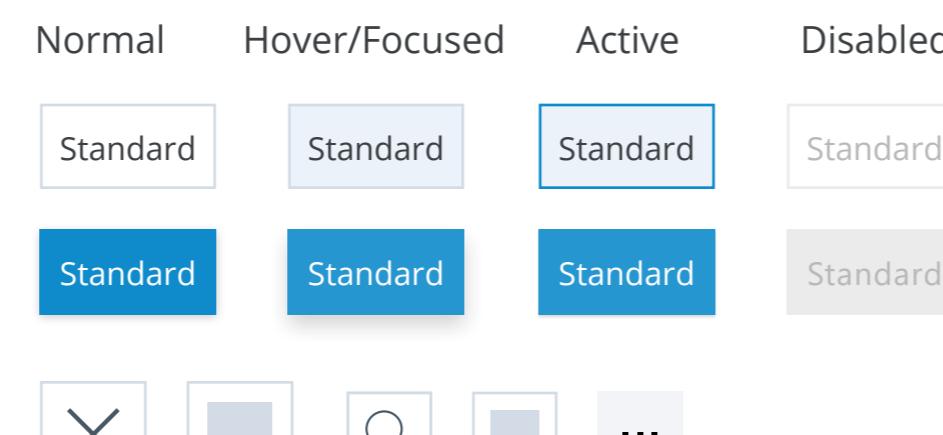
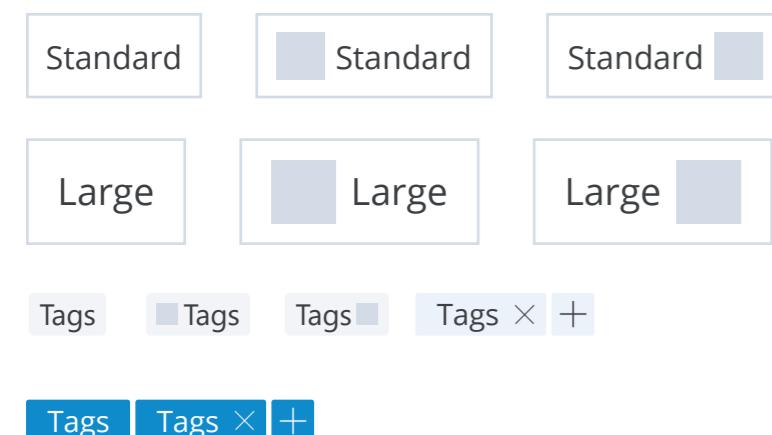
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Hyperlink Secondary Emphasis *<i>alternated</i>*

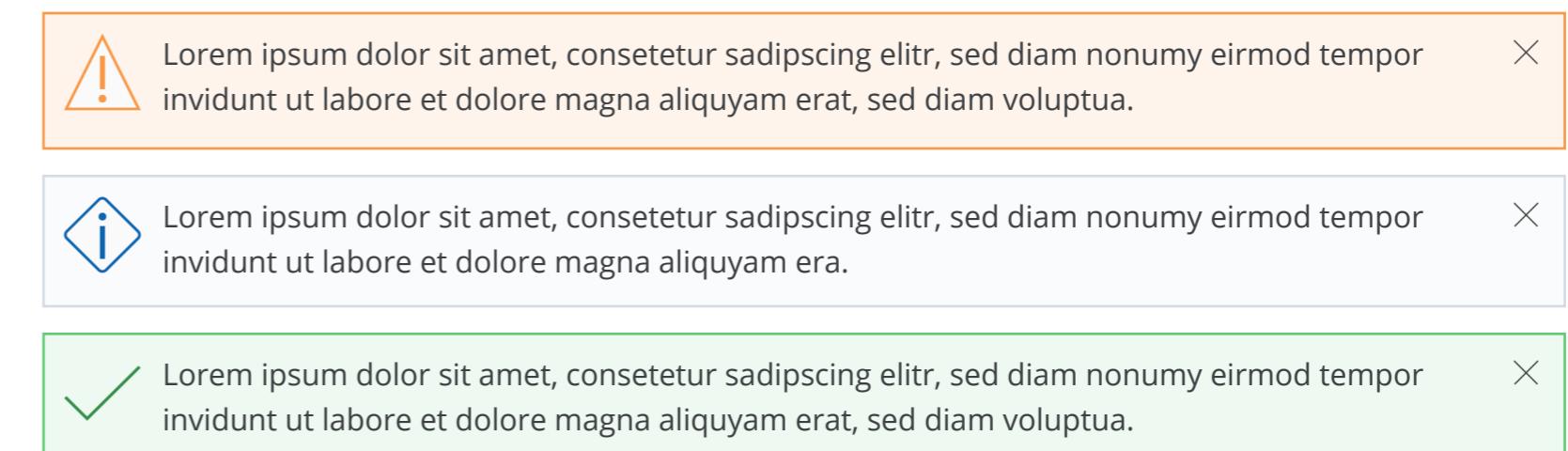
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Hyperlink Secondary Emphasis *<i>alternated</i>*

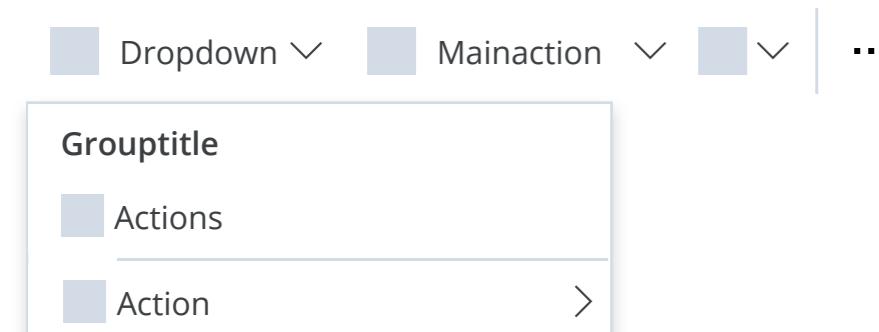
Buttons



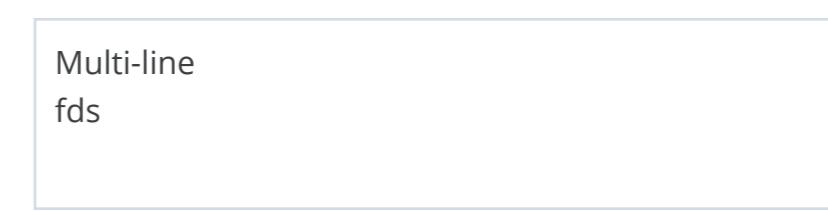
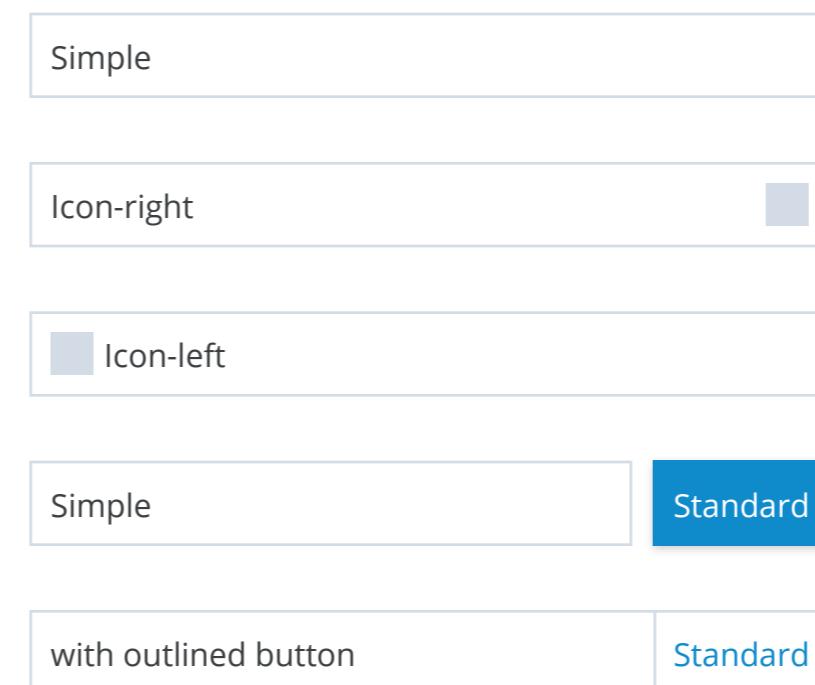
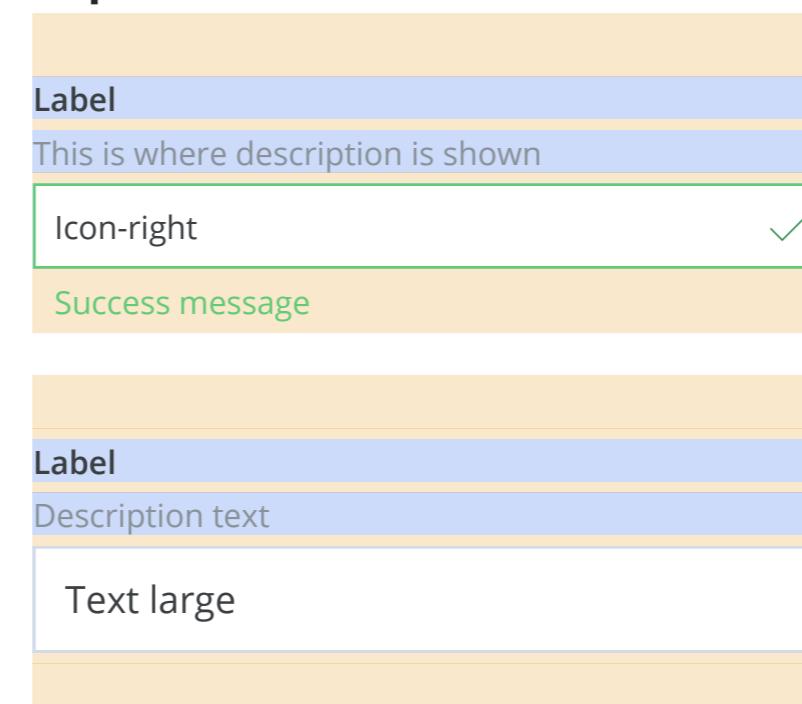
Messages



Action bar



Input





Emergency First Aid at Work (EFAW)

8-Sep-2019 8:00 AM, California (EFAW-234) ▾

Status ● Scheduled

Published ▾

EFAW

Tags ×

+



Home

Registrations (23/30) ▾

Options (2)

Leads ▾

Certificates ▾

...



Registrations

Current 23 More views ▾

23 items



<input type="checkbox"/>	Name	Email	Organization	Order	Status	Registered
<input type="checkbox"/>	Fiona Carlisle	fifiinthegym@hotmail.com		EFLD-433	69.00	Approved 29-Aug-2019
<input type="checkbox"/>	Fiona Carlisle	fifiinthegym@hotmail.com		EFLD-433	69.00	Approved 29-Aug-2019
<input type="checkbox"/>	Fiona Carlisle	fifiinthegym@hotmail.com		EFLD-433	69.00	Approved 29-Aug-2019



Course details

Emergency First Aid at Work (EFAW)
EFAW-145

8-Sep-2019 9:00 AM - 5:00 PM MDT
8-Sep-2019 4:00 PM - 12:00 AM GDT
Duration 1 day

Jeremy Clarkson

Training Centre - Room 243



ORD-2342

Created on 23-Aug-2019 3:29 PM NZST by Platform Administrator

Status ● Approved



Send invoice Export order Add payment ▾ Make a refund

New note

Felicity Merrington

9-Apr-2019

Arlo allows you to create and manage your free events. It automatically sends booking confirmations including calendar appointments to registrants, venue contacts, and presenters. This sample event is free and includes a simple single page registration form.

John Smith

9-Apr-2019

Arlo allows you to create and manage your free events. It automatically sends booking confirmations including calendar appointments to registrants, venue contacts, and

Items

Sample # Course (Optional Extras) (SO-001)

Sunday 8-Sep-2019 8:00 AM MDT, California

Name	E-mail	Amount
Felicity Merrington	felicity.merrington@designq.com	200.00
Includes: Sample discount # Organization rate (registrant domain) (-50.00)		
Standard price 250.00		
Training book		30.00
Cynthia Moseley	CynthiaMMoseley@armyspy.com	225.00
Includes: Sample discount # Multiple registrants (-25.00)		
Standard price 250.00		
Training book		30.00
Self Assessment Quiz		50.00

Sample # Conference (Choice Of Sessions) (SC1-001)

Wednesday 11-Sep-2019 9:00 AM MDT, Chicago

Name

E-mail

Amount

Jamie Simpson
AM by Menghui Li
Lisbon, London

User research & analysis for organisation portal

Personas



Lyndsey Clayton
Training manager

Age: 31
Industry: H&S training
Family: Single
Location: Auckland

Scenario
Lyndsey has been working in the traffic management industry since graduated from AKL University. Now she manages the training operation in a competency training company.

Lyndsey's company offer industry specific courses for people need to be certified to work on site. Many of Lyndsey's customer are small to medium sized construction companies regular scheduled public trainings.

Personality
Introvert
Analytical
Loyal
Passive

Goals · Interest

- Manage the company's least effort.
- Keep up to date with the courses to keep the courses provided.
- Nurture the relationships in the industry and grow the training direction.



Jackson Morgan
HR manager

Age: 32
Industry: Real Estate
Family: Married
Location: Auckland

Scenario
Jackson is an HR manager in a real estate agency. Part of his job is to make sure all the agents and brokers are licenced.

The agents constantly need to renew their licenses. And some of them move frequently around the country and between agencies. Also the company is frequently hiring new agents and brokers.

He's agency do have contract with a real estate training provider, Jackson need to work with them a lot.

Personality
Introvert Extrovert
Analytical Creative
Loyal Fickle
Passive Active

Goals · Interest

- Keep track on all the agents and broker's licences status.
- Have visibility in the PD progress of agents, and understand what course provides the PD required.
- Be able to add new agents into the system and access the status and progress too.

Pain Points · Concerns
Spend too much time in customer service

- Most of her clients are from construction companies who have a H&S Advisor controls all the bookings and training schedule for the company. That person often ask for historical data on their staff.
- The construction companies usually book a group of their staff in course, they often request change of attendees, or the date of course after booking.

Pain Points · Concerns
Agents and brokers' situation varies

- New agents need training to gain license and then they'll need to renew it every year. Some are hired with license.
- Most of them get training from the contracted course provider, but there's no single program suit for everyone.
- Also some of the PD points can be gain elsewhere.
- Have to keep manually updating complex spread sheet to ensure everyone are complaint. Key data source is the training provider but Jackson need to ask them for the report and put them in to his record.

Training schedule changes

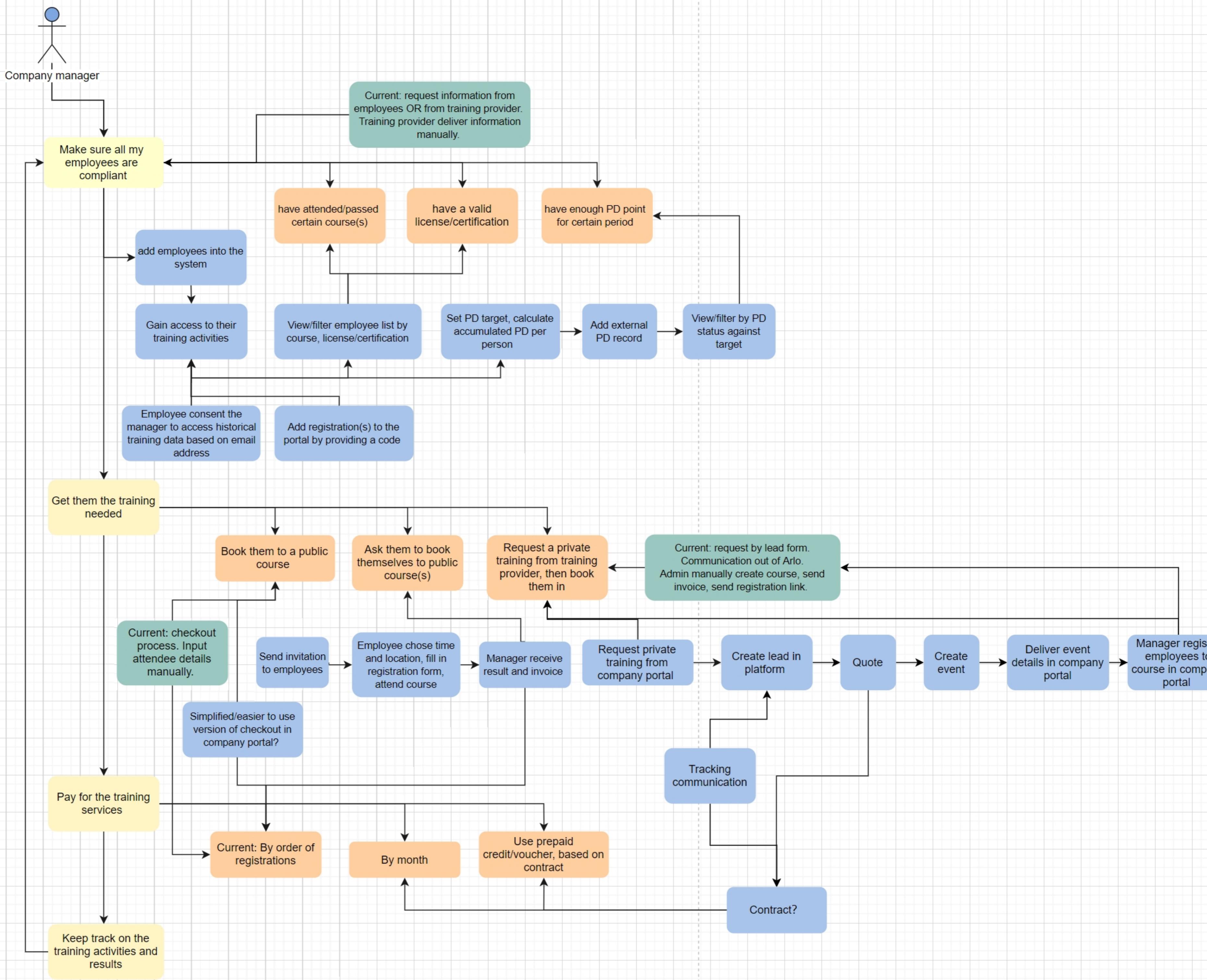
- Book courses for agents don't always work as their schedule are not very predictable.
- The training provider also have varied courses and schedule.

Financial and payment

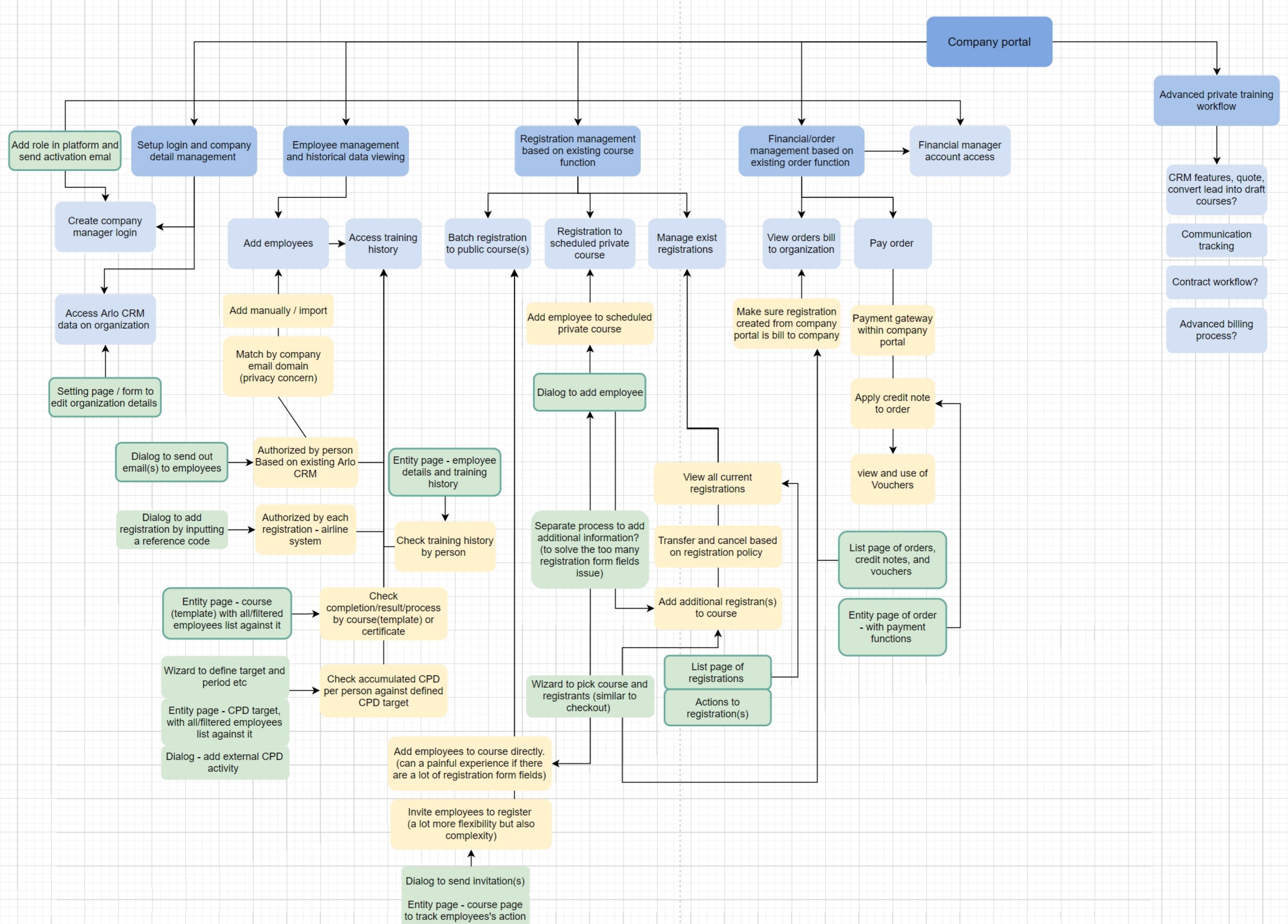
- The agency also pay for most part of agents' training, and Jackson need to work with finance to process the invoices.

Needs
Flexible
Report
Visibility
Compliance
Efficiency

User stories



Features breakdown and product parts to support them



Arlo cooperative website pricing page

Pricing and Plans

Simple, transparent pricing

Save up to 20%

NZD Annually Monthly Licenses 1 More than 20? Talk to us

Simple
NZ \$99
Per license per month
Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna
Request demo

Professional
NZ \$175
Per license per month
Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna
Request demo

Enterprise
NZ \$235
Per license per month
Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna
Request demo

Plus usage
Save 20% by paying annually

NZ \$0.88 NZ \$1.76
Per Free registration Per Paid registration

	Simple	Professional	Enterprise
Event management	●	●	● ▾
Elearning	●	●	● ▾
Website & checkout	●	●	● ▾
Finance & invoicing	●	●	● ▾

Pricing and Plans

Simple, transparent pricing

Save up to 20%

NZD Annually Monthly

Licenses 1 More licenses, better deal!

Plus usage
\$0.88 \$1.76
Per Free registration Per Paid registration

Professional
NZ \$175
Per license per month
Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliqua.

Easily reschedulable blended course - Proof of Concept

arlo Platform / Company Name / Courses / Health and Safety in Construction Programme

Search icon

User profile icon

Health and Safety in Construction Programme

Overview Default activities Library Settings

Scheduled dates

Schedule private training Schedule another

Thu 23 Nov Auckland Registrations 14/20

Fri 29 Nov Wellington Registrations 21/20 View waiting list

Fri 6 Dec Auckland Registrations 4/20 Min not met

Course description Edit course

Display on website

Course summary, Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet. Lorem

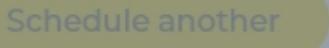
arlo Platform / Company Name / Courses / Health and Safety in Construction Programme 

Health and Safety in Construction Programme

Overview Default activities Library Settings

Scheduled dates

Thu 23 Nov Auckland Registrations 14/20

Schedule another 

Health and Safety in Construction Programme

Classroom session start date

Date Friday 6 December, 2019 Start 9:00 AM

Next > 

Course description

Display on website

Course summary, Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet, consetetur sadipscing elitr

Description Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut labore et dolore magna aliquyam erat, sed diam voluptua. At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet, consetetur sadipscing elitr



Health and Safety in Construction Programme

[Overview](#) [Default activities](#) [Library](#) [Settings](#)[Schedule another](#)

Health and Safety in Construction Programme

Confirm course activities

- Registration
- Registration confirmation email
- Pre course survey
- Elearning module
- Module completion reminder
- + Reminder email
- Classroom session (8 hours)
First Aid Construction Safety
5 Nov 2019 9:00 AM - 5:00 PM
Auckland - Onehunga
- Follow up email
- Elearning module
- Post course survey
- Completion notice
- Certificate

Classroom session

Name **First Aid Construction Safety**Code **FRSTAC-003**

Duration

8

hours



Schedule

Classroom session

Live online session

Elearning module

Survey

training centre

Room 306



Location

Wellington

Time zone

(UTC+12:00) Auckland, Wellington

Presenters

**Sally Hooper**

Primary

**Jeremy Clarkson**

+ Add presenter

Advanced options

[Confirm new date](#)



UX work examples with Gawen & Janos

May 2015 - Oct 2018

Design the UX&UI for huijijiwiki.com, the initial product of the startup company Gawen & Janos. Design and code the style for multiple sub-wiki sites.

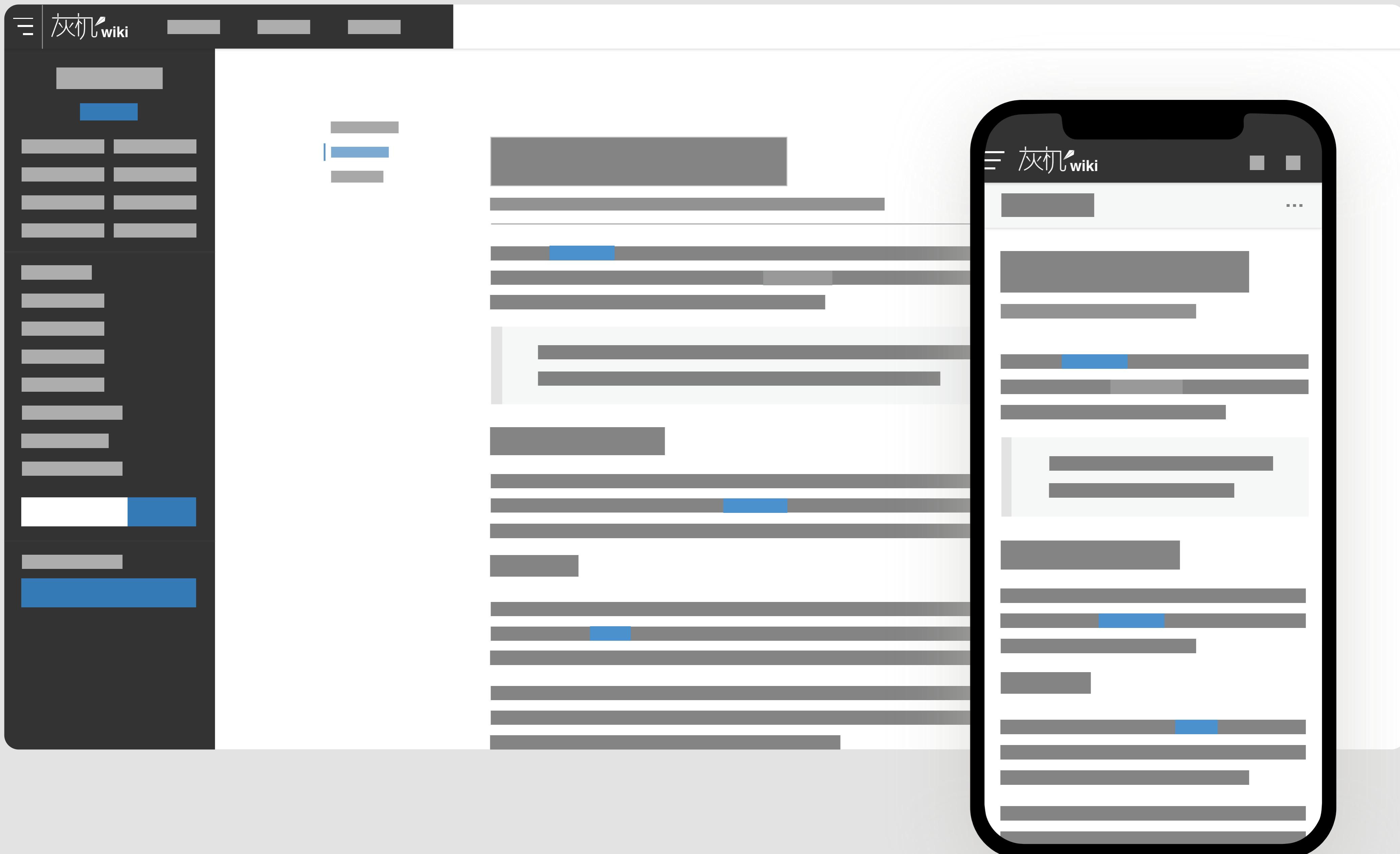
Later the company merged with Infinities, a media company who obtained multiple Game related media sites. I lead a design team on multiple game media products.

Please note

Some of these works can be seen on the public sites, however not all original design intention was delivered. Also some of the design has been changed since I left the company.

huijijiwiki.com

Huijijiwiki is a Wiki Farm that allows users to build their own wiki site for their interested areas. The platform design means to be minimal and leave most of the canvas to the users, while keep all the flexibility to use the powerful MediaWiki software.

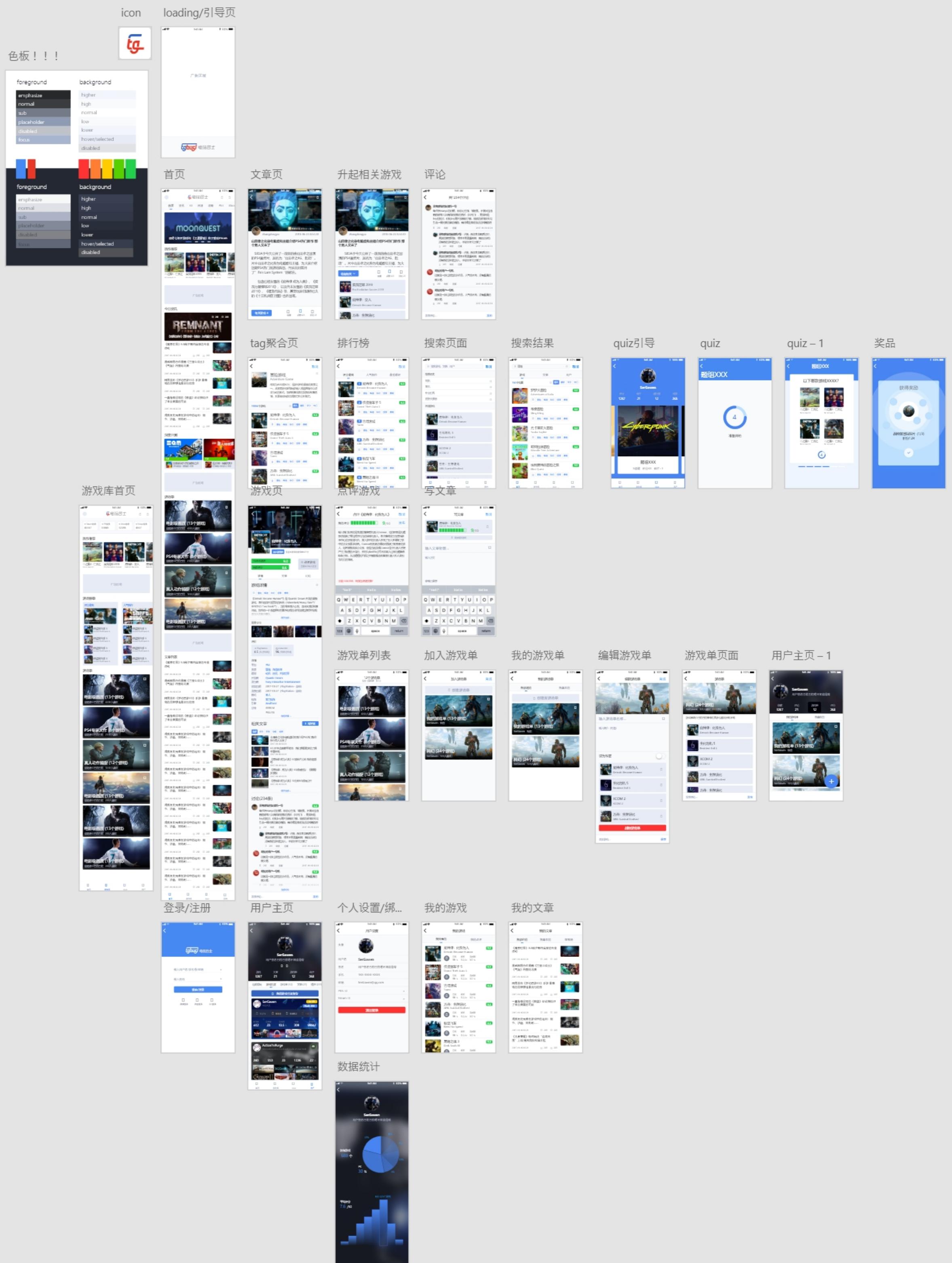


TGBUS mobile app design

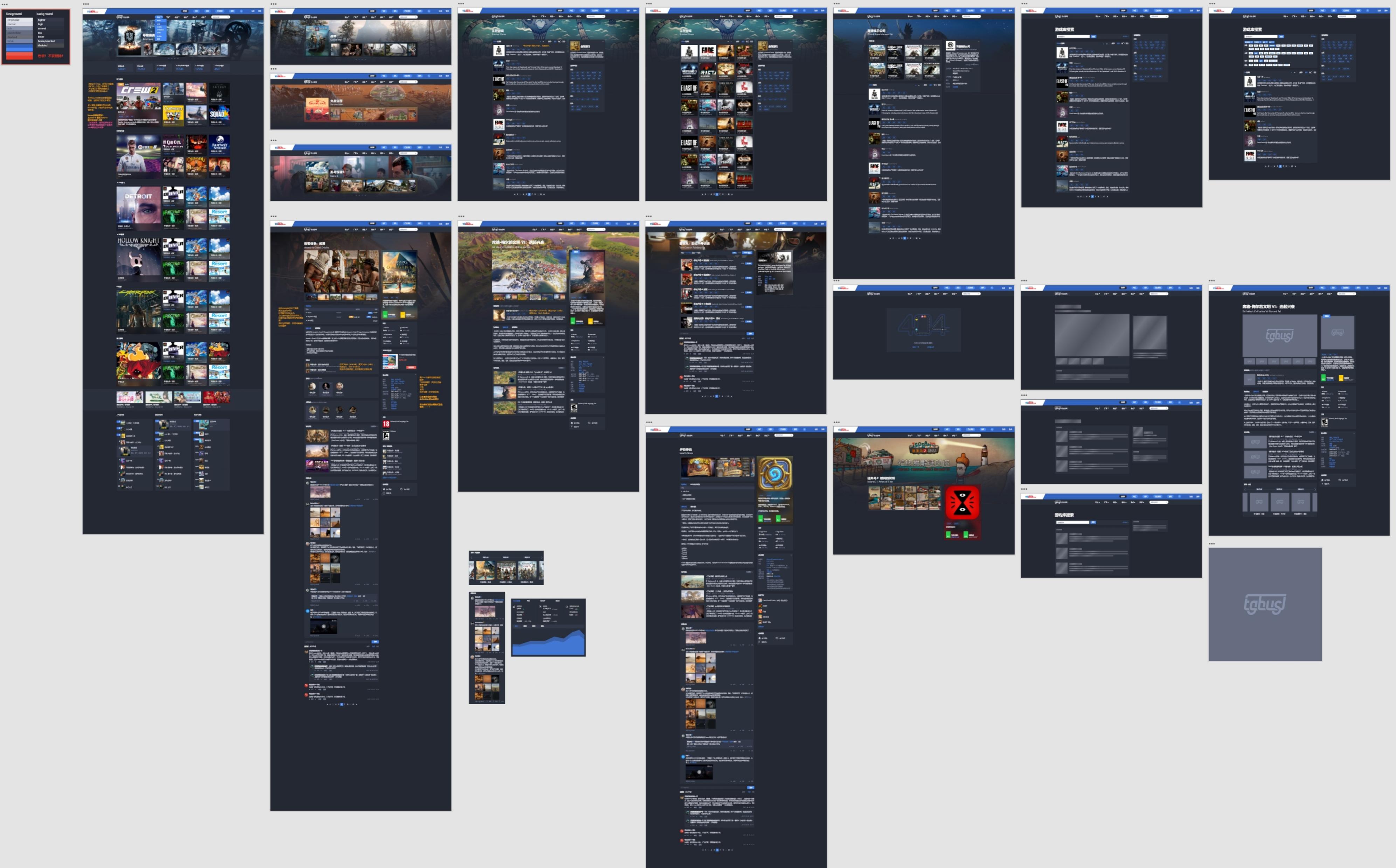
TGBUS is a reputable site of gaming news, reviews, walkthroughs in China since 2000s.

I lead the redesign of the site to modernise the UI, restructure the sitemap, and designed the newly launched game database site, as well as the mobile app.

The app provides similar functions as the main site. News, reviews, and game information lookup.



TGBUS Game database design





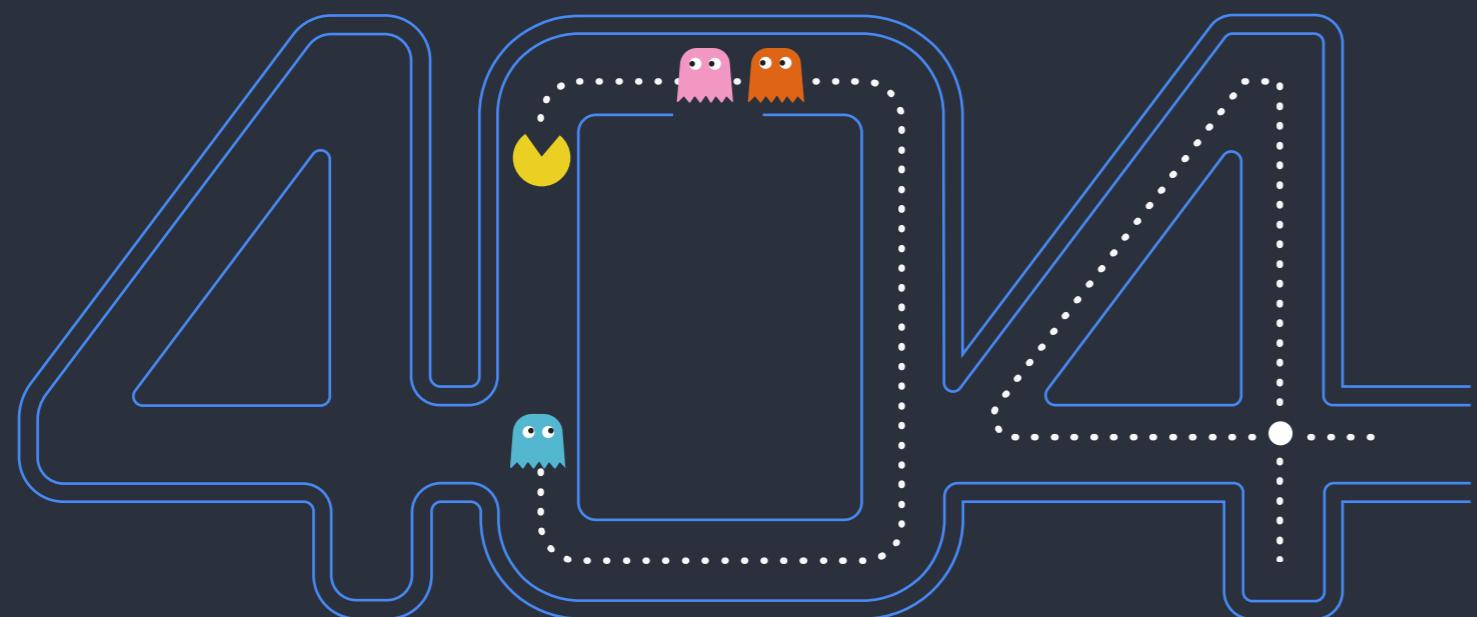
资料片

CIVILIZATION VI
RISE AND FALL



角色扮演 冒险 动作

《文明 VI》的核心玩法便是建立帝国，经受时代考验。玩家领导文明跨越年代奋勇前行之际，《文明 VI 迭起兴衰》资料片携新选择、新战略和新挑战隆重登场。您将收



你访问的页面被吃掉啦

返回上一页

游戏库主页