



OLIVIA CHIU

SUMMARY

I aim to create beautiful and functional design for the world.

As an ISFJ personality type, I enjoy applying practical user research data into designing better products that improve our everyday lives.

WORK EXPERIENCE

ADMINISTRATIVE ASSISTANT LGT CAPITAL PARTNERS (New York)

2019 - present

- Provide administrative support to an office of 40+ employees
- Optimized employee productivity by:
 - Observing pain points
(ex: difficulty locating office supplies; lack of guest badge tracking system, etc)
 - Suggesting and implementing solutions
(ex: creating labels for office supplies cabinets; creating electronic tracking log, etc.)
 - Verifying satisfaction
(ex: solicit feedback regarding changes)

ASSISTANT FRONT OFFICE DIRECTOR THE MARK HOTEL (New York)

2016 - 2018

Successfully collaborated with various teams to improve guest experiences:

- Engaged with guests to understand what they want.
- Designed detailed plan-of-action for each department and proposed project to executive team.
- Utilized creative problem solving skills to handle any pain points during initial stages of implementation.
- Weekly meetings to ensure the project is effectively contributing to business needs

EDUCATION

Basic UX, UX Immersion, Specialization in Front-End Development |
Career Foundry

B.A. Political Science | Rutgers University, New Brunswick, NJ

M: 917.940.5164

E: ochiu127@gmail.com

SKILLS

User Persona

User Research

Usability Testing

Wireframe &
Prototyping

HTML & CSS

Javascript

TOOLS

Balsamiq

Adobe XD

Photoshop

LANGUAGES

English

Chinese

Japanese

INTERESTS

Design & Art

Culinary Arts