

Work Experience

User Assistance/UX Designer

may 2023 - august 2024 (16 month)

SAP

- Created and implemented **visual design system** and documentation for visual and multimedia help documentation enhancements (including diagrams, screenshots, graphics, GIFs, and animated videos).
- Led **user research project** to gather information on customer help documentation preferences and pain points, synthesized data, shared findings in organization-wide presentations, and created and actualized new documentation guidelines based on findings.
- Worked on help documentation-related **UX topics** and created specs for development.
- Joined and planned events for Employee Network Groups including Intern Committee, d-shop, Green Team, and Business Women's Network.

Area Enhancement/Graphic Designer

may 2022 - august 2022 (4 month)

Downtown Surrey Business Improvement Association

- Designed unique event posters, invitations, social media graphics, and merchandise.
- Worked with small businesses to create facade improvement plans including pricing and logistical information, and pitched concepts to developers, and business owners.
- Designed print and web reports for AGM, EGM, and special projects.

Ceramist/Graphic Designer

2019 - present (5 year)

Dumbcute Etsy shop

- Conceptualize and produce original ceramic dishes, bowls, mugs and pots.
- Manage brand identity and visual presentation (business cards, postcards, graphics, banners, stickers).
- Provide a high level of customer service for standard, custom, and bulk orders, resulting in over 120 5-star reviews.

Skills

- I am passionate about visual and information design.
- I strive to see the big picture and the deeper meanings.
- I can clearly articulate my ideas through writing and speech.
- I am a self-starter, problem-solver, and am excited to take initiative when I see opportunities.
- I am fluent using Figma, Adobe CC (Illustrator, Photoshop, AfterEffects, Premiere), Protopie, HTML, SCSS, Java, Javascript, Git, Processing, Arduino, Python, MS Suite, SAP Analytics Cloud, and have experience with illustration and photography

Education

BA, Interactive Arts+Technology/Psychology

fall 2020 - present (expected graduation Fall 2025)

Simon Fraser University

3.96/4.33 CGPA  
75 completed units

spring 2023  
spring 2022President's Honour Roll

spring 2023  
fall 2022  
spring 2022  
fall 2021Dean's Honour Roll

fall 2020 - presentSFU Undergraduate Scholars Entrance Scholarship (with Distinction)

Involvement

spring 2023 - fall 2024FCAT Dean's Student Advisory Council

Interests

Music production, psychology, ceramics, PKM, reading/listening to audiobooks always, visual art, woodworking, fitness, making websites like art, using design to make complex things understandable.