

# Lilian Sung · 宋立安

I am an interaction design researcher with big curiosity for lots of small things; currently into urban flora and fauna. I would love to work on the connection between people, each other, nature, and the urban built environment.



## education

**Interaction Technology, MSc**  
University of Twente  
2017 - 2021

**Psychology, BSc**  
Leiden University  
2014 - 2017

## skills

### Web dev & prototyping

HTML, CSS, JavaScript,  
React, Figma, Adobe XD,  
Python

### Research

Machine learning, NLP,  
multivariate statistics,  
qualitative and  
quantitative  
experimental design,  
literature review, design  
approach

### Languages

English - Native  
Mandarin - Fluent  
Dutch - B1

## hobbies

Improvisational theatre  
Emoji discourse  
Linguistics  
Urban birding

## work experience

**Innovation trainee** Mar 2022 - Aug 2023  
TU Delft | Corporate Innovation  
1.5 year traineeship with a personal development programme on leadership, applied design thinking, and teamwork.

**Design researcher** Mar 2023 - Aug 2023  
Canon Production Printing  
Understanding the requirements of a diagnostic tool for field service engineers through explorative interaction design.  

- Conducted interviews with stakeholders and users
- Created visual prototypes in Adobe XD to test different concepts and assumptions

**Innovation designer** Sept 2022 - March 2023  
DSM-Firmenich  
Improving the training experience for lab automation.  

- Conducted interviews with stakeholders and users
- Designed custom workshop templates and flows for mapping out current trainee and trainer journeys
- Implemented easy-to-maintain SharePoint solution

**Product owner** Mar 2022 - August 2022  
FieldFactors  
Reimagining the monitoring dashboard for FieldFactor's rainwater collection, treatment, and reuse solution.  

- Gathering requirements through interviews and workshops
- Designed and implemented a full stack dashboard in ReactJS after completing parts of Full Stack Open course

**TA Human-Robot Interaction** 2019  
University of Twente  
Assisted running of workgroups for master students. Kept track of assignments and grades. Communicated between the lecturer, guest lecturers, and students. Organised student poster presentations.

**TA Human-Computer Interaction** 2018-2019  
University of Twente  
Assisted workgroups for bachelor students. Helped students run through their ideas during ideation, conceptualisation, prototyping, and user testing.