

## INFORMATION

NATIONALITY	Taiwanese Australian
PHONE	+886 988 650 949
EMAIL	to.tinalai@gmail.com
ADDRESS	No. 1, Ln. 78, Chengming St., Niaosong Dist., Kaohsiung City 833168, Taiwan (R.O.C.)  台灣高雄市鳥松區澄明街78巷1號

## JOB EXPERIENCES

DIGITAL ASSET COORDINATOR 2012-2024	DESIGN UNITED. AUSTRALIA Asset Management / Automation / Retouching
SR. CREATIVE DESIGNER 2012-2024	FLASHAIM INC. TAIWAN UI/UX Design / Web Design / Web Development / Graphic Design

- Handling high volumes of requests and delivering within strict deadlines.
- Strong attention to detail and time management skills.
- Using tools such as Excel and Trello to manage materials and track workflow.
- Ability to work independently and in teams.
- Excellent customer service and experience in problem solving skills.
- Openness to admit mistakes and correct them.
- Create wireframes and prototypes of web apps and service solutions.
- Conduct client meetings, identify client needs and presentations.

## JOB RESPONSIBILITY

- Fulfill last minute requests and support wider customers, communicating with the management team as required.
- Build and maintain relationships with internal teams and client business teams.
- Communicate workflow challenges and status to the business management team and propose solutions.
- Provide process improvement recommendations to achieve a good customer experience and coordinate processes.
- Collaborate with clients, and team members to ensure alignment with project goals and provide effective design solutions.

## EDUCATIONS

2006-2007	MASTER OF DESIGN University of New South Wales Sydney, Australia.
2004-2005	BACHELOR OF ARTS OF VISUAL COMMUNICATION KvB associated with Bond University Sydney, Australia.

## LANGUAGE & SKILLS

SKILLS	Adobe Photoshop Adobe Illustrator Adobe XD / Figma / Sketch HTML / SASS / JQUERY
LANGUAGE	Chinese Mandarin (Native) English (Fluent)