Wyncelia Lieng

User Researcher / UX Designer

📍 Manchester, United Kingdom

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Portfolio 🖥

EDUCATION

Newcastle University	**Newcastle Upon Tyne**
MSc Human-Computer Interaction	Sep 2022 - Present

Expected Grade: Distinction

Key Modules: Interaction/UX Design Methods, Research Methods in HCI, Physical Prototyping, Technologies in HCI, Introduction to Software Development

University of Hertfordshire	**Hatfield, Hertfordshire**
BSc (Hons) Psychology	Sep 2015 - Sep 2018

Grade Achieved: Upper Second Class Honours

Key Modules: Research Methods for Psychologists, Statistics for Psychologists, Cyberpsychology, Psychological Research

WORK EXPERIENCE

Sainsbury's Bank	**Leyland, Lancashire	Heaton, Newcastle**
Travel Money Advisor	Apr 2022 - Dec 2022

- Provided expert guidance to customers on currency exchange rates and other financial services leading to a 50% increase in turnaround and an average increase of £1000 in monthly revenue.
- Processed customer transactions with 100% accuracy using computer systems and software programs, averaging 50 transactions per day during peak seasons.
- Maintained a clean and organised work area, including cash management and till reconciliation, resulting in a 90% reduction in errors and discrepancies.
- Built strong relationships with customers through excellent communication and customer service skills leading to a 20% increase in repeat business.

Korea POLY School	**Suwon-si, South Korea	Yongin-si, South Korea**
English Language Instructor	(Suji Campus) Sep 2020 - Feb 2022
	(Suwon Campus) Feb 2019 - Feb 2020

- Delivered engaging and effective English language instruction to over 200 students of varying levels, ages, and backgrounds.
- Designed and implemented 50+ lesson plans, activities, and assessments aligned with the school's curriculum and learning objectives.
- Achieved a 90% student participation rate and a 95% pass rate on assessments through the creation of a positive and inclusive classroom environment.
- Provided regular feedback and assessment of student progress to 100+ parents and guardians through tri-monthly progress reports and parent-teacher conferences.
- Maintained accurate attendance and grading records for 150+ students using the school's online systems.
- Facilitated 5+ professional development opportunities and monthly staff meetings to improve teaching skills and stay up-to-date on school policies.

SKILLS & INTERESTS

Skills: UX Design, User Research, Physical Prototyping, Wireframing | Figma | HTML, CSS, MySQL, Java | IBM SPSS, SuperLab | Microsoft Office, Google Workspace | Laser Cutting

Languages: English, Cantonese Chinese, Korean, Mandarin Chinese

Interests: Photography, Hiking, Cycling, Travel, Humanitarian Work