

Mai Xw Yang

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SUMMARY

UX Designer with 13 years of extensive customer service experience in the retail and dental industries, adept at interacting with clients and resolving issues to deliver optimal customer satisfaction.

EDUCATION

CareerFoundry, Berlin, Germany

UX Design Certification

- User Research
- Foundational Design
- Usability Testing
- UI Design and Implementation

Century College, White Bear Lake, MN

Dental Assistant Program, Associate of Applied Sciences

- Dean's List
- Dental Assistant Outstanding Student of the Year

PROJECTS

CareerFoundry UX Certification

UX Design Student

- Developed a mental health therapy app enabling users to interact with therapists at the preferred pace, time, and place
- Led user research by conducting user surveys and user interviews
- Designed one interactive prototype using Figma
- Analyzed usability test results, incorporated feedback, and enhanced designs to ensure an optimal user experience.

WORK EXPERIENCE

Dental Experts, Vadnais Heights, MN

March 2022 - Present

Licensed Dental Assistant

- Collaborate with clinical team and scheduling team to achieve the daily goals of high quality patient care
- Earned the trust of both patients and healthcare providers by delivering reliable care and support, ultimately leading to the establishment of a strong and well-respected reputation

Kwikly Dental, Minneapolis, MN

March 2022 - Present

Licensed Dental Assistant

- Assist the dentist with procedures, stock supplies, and sterilize instruments in order to have a smooth office flow

- Demonstrate readiness by fast turnaround time with cleaning and setting up operatories for the next patients

Dental Associates of St Paul, MN

June 2018 - Present

Licensed Dental Assistant

- Assess chart notes in advance, presented pertinent health information to the provider for high quality patient care
- Replenish supplies and clean operatories to maintain a neat and orderly environment
- Onboard new employees to familiarize them with the workplace procedures and workflow

Filson Gentle Dentistry, Bayport, MN

August 2019 - May 2022

Licensed Dental Assistant

- Supported the dentist as needed and contributed wherever possible to ensure smooth operations
- Operated the iTero machine to generate precise and detailed 3D scans of the patient's mouth, facilitating accurate diagnoses and treatment planning

Allied Professionals, Edina, MN

August 2019 - March 2020

Licensed Dental Assistant

- Aided the dentist during chairside procedures, ensuring smooth and efficient operations while providing support throughout the treatment process
- Supported the hygienists as needed to ensure they stayed on schedule for their next patient

United Family Medicine, St. Paul, MN

May 2017 - August 2021

Licensed Dental Assistant

- Coordinated with the dentist to ensure everything ran smoothly, allowing ample time for both the team and the patients
- Ensured high-quality impressions and pour-ups so that cases would return accurate and beautifully crafted

TECHNICAL SKILLS

- User Research & Interviews
- User Personas
- Wireframing & Prototyping
- Information Architecture
- Usability Testing
- Figma