

Experience

Product Designer | Seed Education Freelance Aug. 2023 - now

Online Course Platform

- Led a multi-platform publishing control project for Rezio, resulting in a 2x increase in publishing efficiency.
- Shaped the product roadmap through user research and suggested key improvements to the product owner.
- Enhanced website & app features with cross-functional teams, and increased user engagement for our global users across 7 languages.
- Fostered cross-functional collaboration to build a design system, enhancing development efficiency and design consistency.

Sr. Product Designer | KKday Taipei, Taiwan Sep. 2023 - Feb. 2024

Rezio : B2B SaaS Tour Booking and Reservation System

- Spearheaded online course platform redesign, boosting monthly page views by 40% and active users by 6.2%.
- Communicated with stakeholders and refined the design strategy to align with business goals.
- Ensured design quality by validating documents against the final interface, identifying 400+ issues, and confirming all features functioned as specified.
- Built a design system that increased development efficiency by 30% through standardized components, with support for both dark and bright modes.

Product Designer | GoFreight Taipei, Taiwan Mar 2020 - Mar 2023

B2B SaaS Freight Management System & Freight Tracking System

- Audited user journeys for U.S. accountants and OPs from 30+ interviews, collaborated with teams, and reduced customer complaints by 18%.
- Enhanced operational efficiency by refining freight management features, boosting process efficiency by 28%.
- Conducted user research (user interview, data analysis, competitive analysis, and usability testing) to uncover customers' needs and workflows, addressing over 30+ new requirements and enhancing user satisfaction.
- Conducted user research to uncover needs and workflows, addressing 100+ requirements and enhancing satisfaction.

EC-Booking (B2B Freight Booking System)

- Led the end-to-end design process, which helped increase B-round funding by improving the freight booking experience and boosting revenue.
- Successfully delivered the MVP project within a tight 3-month timeline, influencing the company's future project planning.

Visual Designer | HowDesign Taipei, Taiwan May 2018 - Jan 2020

- Delivered 20+ client websites (RWD) from concept to final hand-off to developers (Adobe Creative Suite)
- Executed client advertising projects (print & web) including brochures, banners, digital advertising, and websites.

Design Intern | Joseph Fashion London, United Kingdom Nov 2017 - Jan 2018

- Maintained and designed Joseph Fashion's E-commerce website, ensuring a user-friendly interface and seamless user experience.
- Designed marketing campaigns that effectively communicated brand messages and engaged target audiences.

Skills

Design

UI Design, UX Design, UX Flows, Prototype, Wireframe, Design System, Website Design, Visual Design

Research

Usability Testing, User Interviews, User Journey Mapping, Data Analysis, Competitive Analysis, Heuristic Evaluation

Tools

Adobe Creative Suite, Figma, Webflow, Framer, Looker Studio, Miro, G-Suite, Jira, Confluence

Others

HTML • CSS • JQuery, SQL

Languages

Mandarin - Native speaker
English - Fluent
French - Intermediate

Education

Kingston University London

MA Communication Design:
Graphic Design
UK, 2016 - 2017

Fu Jen Catholic University

BA French Language and Literature
Taiwan, 2011 - 2015