

## Skills

### Design

Service Design  
Wireframing  
Prototyping  
Design Research  
Web Design  
Sketching  
Graphic Arts  
Interaction Design

### Research

Interview  
Contextual Inquiry  
Usability Testing  
Competitive Analysis  
Comparative Analysis  
Survey  
Affinity Mapping  
Heuristic Evaluation

### Tools

Illustrator  
Photoshop  
Lightroom  
InDesign  
Premier Pro  
Sketch  
Figma

### Programming

HTML/CSS  
Javascript  
Bootstrap

### Languages

English  
Mandarin

## Experience

### UX Researcher/Designer

*Times Square Church*  
New York, NY

*Oct 2019 - Jan 2022*

Engaged in diverse design projects, such as "Digital Ark," a content platform fostering spiritual growth. Establishment of a comprehensive user research framework, crafted personas, developed a design system, and created website mock-ups for web and mobile applications.

- **User Research:**

Spearheaded the creation of a user research framework for "Digital Ark" through in-depth user interviews, surveys, and focus group sessions. Defined two distinct personas based on gathered insights, ensuring a targeted approach to user engagement.

- **Website Design:**

Designed and implemented over five websites for event information and registration, hosting 2000+ participants. Executed end-to-end design tasks, including wire-framing, logo creation, and graphic design using tools such as Figma and Illustrator.

- **Data-Driven:**

Analyzed user behavior data to identify over 20 potential opportunities for enhancing user engagement. Utilized data insights to inform strategic decisions, contributing to the continuous improvement of digital experiences.

### UX Design Consultant

*Gravity AI, Remote*

*May 2019 - July 2019*

Gravity AI is a market place for data scientist to sell and by their algorithms. Our team of two worked directly with the CEO and founder created their seller interface that they are still currently in use.

- **Project Adaptability:**

Collaborated with the CEO and founder at Gravity AI to develop a successful seller interface design within a 3-week sprint. Our team leveraged personal connections and data science forums to understand the needs of 8 data scientists, aligning them with Gravity AI's company goals and user persona

- **User-Centric Design:**

Collaborated with teammates to create a comprehensive user journey map, user flow, and mood board. Addressed current user pain points, resulting in a 30% reduction in seller time spent on marketing listings—from an average of 30 minutes to an efficient 20 minutes—achieved from the initial design iteration

### Patient Care Coordinator

*Fidelis Care*  
Rego Park, NY

*Jun 2016 - Mar 2019*

Fidelis Care is a healthcare provider in the state of New York. My role involves adeptly handling member complaints, identifying root causes, and recommending effective solutions with precision and clarity, expediting necessary actions and ensuring thorough follow-up, maintaining a CSAT score above 80.

- **Service Efficiency:**

Successfully addressed over a group of 70 members' complaint, including billing discrepancies, coverage denials, and prescription errors. Ranked among the top three individuals with the highest CSAT scores, I contributed actionable best practices to empower the team in improving their CSAT score.

### Account Executive

*Crystal Windows and Doors*  
Flushing, NY

*Aug 2013 - Jun 2016*

Crystal Windows and Doors is one of New York's premier window manufactures. Handled accounts nationwide worth more than \$5 million.

- **Goal-Oriented:**

Strategically drove and closed high-value commercial and residential real estate transactions worth a total of \$5 million, showcasing adept negotiation and communication skills with diverse stakeholders.

- **Project Management:**

Efficiently translated blueprints into precise orders, optimized inventory, and anticipated demand fluctuations for seamless client interactions. Managed over 20 projects, coordinating warehouse operations, negotiating payments, and providing timely client briefings to foster trust at all management levels.

- **Order Efficiency:**

Implemented an order tracking system to streamline the production processes for window orders, parts and materials, and repairs, resulting in a 20% reduction in resolution time and improved efficiency.

## Education

### Bachelors of Design (B.D.), Digital Multimedia Design

*Penn State University*  
State College, PA

*Jan 2021 - Dec 2023*

### UX Design Immersive

*General Assembly*  
New York, NY

*Mar 2019 - May 2019*