

PROFILE

A UX designer with seven years of experience in building digital applications across web and mobile platforms for financial services clients.

Started out my career as a web developer and transitioned to UX design consultancy, I thrive working in a cross-functional team to solve complicated business problems with intuitive experience.

EXPERIENCE

User Experience Manager, Ernst & Young

New York, NY | March 2015 - Present

- UX lead for professional enterprise applications and consumer-facing applications
- Facilitate working sessions with stakeholders and users to validate design assumptions, gain buy-ins from business, operations, and technology stakeholders
- Work with business analysts, developers and product managers to define requirements, user flows, develop design concepts and implementation
- Plan and develop project timelines, deliverables, budgets and staffing plans
- Coordinate client communications and project schedules
- Review and manage team members' responsibilities and work products
- Mentor and coach junior designers and design interns

User Experience Architect, EMC

New York, NY | May 2013 - February 2015

- Collaborated with cross-functional teams including business analysts, content strategists, developers, visual designers, project managers, and project stakeholders
- Created artifacts to communicate design ideas including sketches, wireframes, user page flow diagrams, and site maps
- Researched digital trends and proposed relative design recommendations

User Experience Design Intern, Thomson Reuters

New York, NY | Summer 2012

- Proposed design solutions for the Trial Balance Manager, a web application for tax professionals to process trial balance data
- Created sketches, wireframes and prototypes of the design solutions
- Applied Lean UX approaches, and user-centered design principles to the design process

Engineer, Welltend Technology Corporation

Taipei, Taiwan | February 2009 - April 2010

- Designed and developed geographic information system by interviewing users and gathering user requirements; coordinated between the development team and the client throughout the project lifecycle
- Assisted clients in technical issues and consulting services

EDUCATION

Cornell University, Masters (MPS) in Information Science, GPA 3.8

Ithaca, NY | August 2011 - January 2013

UX APPROACH

User Research

Information Architecture

Wireframing & Prototyping

Heuristic Evaluation

Usability Testing

TOOLS

Figma

Sketch

InVision

OmniGraffle

Balsamiq Mockups

Axure RP

Adobe InDesign

HTML

CSS

LANGUAGE

English

Mandarin Chinese

COMMUNITY

Guest speaker at UIUX Taipei

Student volunteer at 2013 Lean UX NYC conference

Member of Cornell User Experience Design Club