

EDUCATION

University of California, Berkeley

Aug 2022 - Dec 2023

Master of Design

University of California, Berkeley

Aug 2015 - May 2019

BA in Art Practice; The Berkeley Certificate in Design Innovation

EXPERIENCES

Cisco Outshift / UX Design Intern

Remote | May 2023 - Aug 2023

- Led the independent user research and experience design on Cisco's next-gen service mesh management product, integrating Gen-AI for conversational troubleshooting that aims to improve overall developer experience
- Conducted 9 qualitative user interviews with DevOps, ITops, and relevant managers and synthesized interview data into strategic insights using Dovetail and LogRocket
- Contributed to product vision and interaction flows for 3 primary features: dashboard, alert and troubleshooting, and team collaboration, and produced detailed wireframes, UI mockups and interactions
- Designed and tested feature prototypes that resulted in reducing troubleshooting time by 17% and lowering onboarding time by 14% for new DevOps and ITops

Tian Yan Cha / Senior UI Designer

Beijing, China | Apr 2021 - May 2022

- Led the design and user experience of company's new CRM product "Tian Yan Business Lead CRM" and resulted in 140% user growth rate in 3 months
- Worked to build Tian Yan Business Lead CRM's product design efforts from the ground up by delivering thoughtful user flows, journeys, and design specifications
- Created a comprehensive design component library with over 30+ categories and 200+ symbols and unified UX and visual guidelines for teams across the product

YonYou Cloud / UI Designer

Shenzhen, China | Jul 2019 - Apr 2021

- Independently designed ERP, CRM, and HRM softwares for company's core clients
- Executed user journey maps, wireframes, interactive prototypes iteratively for a seamless OA experience for clients' International teams
- Worked closely with PMs, engineers, sales, and analytics teams to track results and customer feedback and identify opportunities to improve experience and conversion
- Resulted in a 23% increase in logistics efficiency and a 12% decrease in OA errors

SKILLS

Skills: User Interface Design, User Experience Design, Interaction Design, User Research, User Persona, User Journey Map, Information Architecture, User Workflow, Interface Prototyping, Usability Testing, Design Systems, Design Guidelines

Tools: Figma, Sketch, InVision, Axure RP, Jira, Adobe Photoshop, Adobe Illustrator, Adobe XD, Adobe After Effects, Adobe Premiere Pro, Cinema 4D, Keynote

Language: Chinese