



EXPERIENCE

UX/UI Designer (Contract)

CareFirst BlueCross BlueShield - FEPOC

- 08/2021 - 02/2025

Reston, United States
- Collaborated with another designer to update the design system, including font sizes, colors, and components, ensuring alignment with accessibility (WCAG 2.0) requirements and maintaining consistency.
 - Created low-fidelity wireframes and high-fidelity prototype links in Adobe XD using developer mode for cross-functional team members, including developers and testers. This reduced the time spent syncing details and improved work efficiency by at least 30%.
 - Conducted bi-weekly design reviews and A/B testing with four other designers, sharing design ideas, research findings, usability scores, and other insights. We critiqued designs collaboratively as a brainstorming exercise to generate fresh perspectives before the next meeting with product owners and business analysts.
 - Prioritized project tasks with product owners when timelines overlapped and urgency levels varied, ensuring 100% on-time completion of high-quality designs.

Product Designer

TTS (USA) Inc. - Hua Feng Textile Group USA Office

- 01/2020 - 07/2021

Torrance, United States
- Conducted research, including user interviews with at least seven footwear designers, material designers, and QA specialists from the client company (Skechers). Mapped the user journey and identified pain points during the COVID-19 period, leading to a 50% increase in material web portal utilization, which has remained stable over time.
 - Collaborated with one designer and two developers to refine the material web portal by conducting user testing, comparing research results, and resolving issues identified during testing. Updated Figma files to enhance the user experience, resulting in a 25% reduction in customer complaints.

UX Designer

Pro-Mart Industrial Inc.

- 04/2019 - 12/2019

Irvine, United States
- Conducted competitor analysis, heuristic evaluations, and stakeholder interviews as part of the user experience discovery process. Identified product retention features and provided improvement suggestions for new product designs, leading to an average 25% increase in user satisfaction.
 - Arranged one-on-one meetings with product representatives from the marketing and design teams before the weekly review meetings to clarify the business needs of the B2B company during the design process. Communicated these needs with team members in advance, improving the efficiency of weekly team meetings.
 - Created high-quality product models using Adobe CC and SolidWorks, ensuring timely delivery.

Product Designer Part Time

Nepo Inc

- 07/2017 - 01/2019

Southern California
- Recommended and created graphic and 3D designs based on competitor research analysis, then presented them to the design lead.

LANGUAGES

English

Proficient

Chinese

Mandarin

Native

SUMMARY

I'm a UX/UI Designer and a Certified Professional in Accessibility Core Competencies with **6+ years of experience in UX**. I've designed for healthcare, beauty, non-profit, and footwear industries, leveraging UX research, UI design, and Agile methodologies while collaborating with stakeholders to align design with business goals. Recently, I've begun integrating AI to enhance design processes and user experiences, demonstrating my commitment to continuous learning and innovation.

EDUCATION

Master degree on Human-Computer Interaction and Design

University of California, Irvine

09/2019 - 09/2020

Irvine, United States

Bachelor degree on Industrial Design

California State University Long Beach

06/2015 - 12/2019

Long Beach, United States

Study abroad on Product Design

Hongik University

08/2018 - 12/2018

Seoul, South Korea

CERTIFICATION

International Association of Accessibility Professionals (IAAP)

Google UX Design Certification

Google AI Essentials

SKILLS

Adobe XD	Figma	InVision	Sketch
Product Thinking	Usability Testing		
Visual Design	Design Systems		
User Research	Decision Making		
Work Cross-functionally	A/B Testing		
User Experience Design	UI/UX		
Web and Mobile Design	Prototyping		
Wireframes	Design Review		
Roadmapping	Design Solutions		
SolidWorks	Concept Development		
Accessibility Testing			