

Profile

UX/UI Designer with a background in customer experience and bilingual communication. Skilled in understanding user behavior, wireframing, prototyping, and improving usability through cross-functional collaboration. Focused on creating intuitive, accessible digital experiences while continuously growing through hands-on projects and training.

Skills & Training

Product Designing: Build Great UI/UX with Figma - Certificate, Hahow (Mandarin)

- Practiced UI/UX design through hands-on Figma exercises based on real product scenarios

Google UX Design Course - Coursera

- Studied UX design foundations: user research, wireframing, prototyping

UX Skills

User Flows · Journey Mapping · Problem Framing · Information Architecture · Synthesizing Insights

UI Skills & Tools

Wireframing · Prototyping · Visual Hierarchy · Components · Interaction Design · Accessibility · Design Systems · Figma · Adobe Illustrator (basic) · Adobe Photoshop (basic) · Framer · Claude · Cursor

Selected Projects

Pricing Transparency Chatbot - Rosan Hair

Jun 2026

Designed a rule-based chatbot that qualifies service needs and generates a real price estimate before booking to fill the gap between generic engagement tools and scheduling platforms. *Built as a coded prototype (HTML/CSS/JS), [live on Github Pages](#)*

Reseller Dashboard - Margine

May 2026

Designed a dashboard for independent resellers dealing with dual currencies, transforming dense spreadsheet workflow into a clean, readable interface with fee breakdowns and profit tracking

Experience

Bilingual Customer Service Specialist

Radex Markets (brand of GO Markets International Ltd)

Taiwan | Sept 2024 - Feb 2025

- Delivered bilingual support for trading, transaction, and platform issues via email, chat, and phone; maintained high first contact resolution
- Collaborated with Finance, IT, and Sales to resolve payment-related issues and improved user journey
- Identified recurring user pain points and shared insights with teams to refine tools and improve overall user experience

Bilingual Document Reviewer & Administrative Assistant

Pacston Technology Group

Taiwan | Jul 2021 - May 2023

- Edited legal and technical documents for North America Immigration Law Group, ensuring accuracy and compliance
- Communicated with clients via email to clarify content and guide revisions
- Collaborated with cross-functional teams to support document workflows
- Streamlined high-volume client request triage, improving prioritization and processing speed

Education

Masters of Art (merit)

Conference Interpreting and Translation Studies

University of Leeds | Sept 2019 – Sept 2020

Bachelors of Art

Foreign Languages and Literature

Tunghai University | Sept 2016 – Jul 2019