

- Objective** Interaction and experience designer with strong leadership skills, consulting and software development experience seeks leadership position in a dynamic company, to help define and deliver next-generation user experiences for mobile devices.
- Skills Highlights**
- Extensive concept-to-production experience in user interaction design for consumer electronics. Proficient in ethnographic research, value positioning, feature scoping, use-case definition, conceptualization, specification, prototyping and user testing.
 - Effective leader with excellent inter-personal and presentation skills.
 - Proven track record in leading multiple projects and working under pressure.
 - Extensive experience in interaction design for touch devices.
 - Working knowledge in Actionscript and Android development environment. Proficient in Adobe Creative Suite, Omnigraffle and Microsoft Office products.
 - Fluent in English and Chinese (Cantonese), with basics in Mandarin and Japanese.
- Work Experience**
- November 2004–Present. **Sr. User Interaction Designer.** Consumer eXperience Design, Motorola, **Chicago**, Illinois, USA.
- Lead feature planning, group brainstorming, team reviews, conceptualization and prototyping of mobile user interfaces, specialized in social media applications and location based services.
 - Collaborate closely with experience planning, product marketing, software engineering, customer account and design research teams across multiple geographic regions to deliver designs from concepts to production.
 - Lead designer of touch input user interfaces on 3 different UI platforms. Author of touch input style-guide for internal teams and third party developers.
 - Mentored junior designers on best-practices and user-centered design processes.
- January 2000–September 2004. Enterprise System Analyst/Developer. Zurich North America, Schaumburg, Illinois, USA.
- Responsible for the design, development of user-interface and integration enhancements for a global Ariba Business-to-Business e-Procurement system with over 20,000 users in 3 countries.
 - Developed data migration strategies, user interfaces customizations, system tools and batch reports for SAP enterprise-resource planning system.
- May 1997–December 1999. SAP Programmer/Analyst, IBM Global Services. IBM Canada Limited, **Toronto**, Ontario, Canada.
- Provided technical consultation on system development and customization of SAP enterprise resource planning systems, for large and mid-size clients across Canada.
 - Liaison between client business and technical teams.
- Education and Certifications**
- December 2008. **Master in Design Methods.** Institute of Design, Illinois Institute of Technology, Chicago, Illinois, USA. Graduated with Honors.
- Courses in ethnographic research, innovation frameworks, portfolio planning, service design and strategic design planning.

July 2007. Convivio Design Summer School. **Bollnäs, Sweden.**

- Co-led a team of interaction design students from schools across Europe to explore, define and validate the cultural context of diversity.
- Conducted contextual inquiries and interviews with local residents. Rapidly conceptualized, prototyped and tested an interaction model for an interactive kiosk that will help residents understand diversity in their community.

August 2006. Convivio Design Summer School. **Edinburgh, Scotland.**

- Participated in a two-week workshop focused on story-telling using a multiple touch-point mobile service. Presented final presentation as part of the 2006 Edinburgh Fringe Festival.

January 2004. Sun Microsystems Certified Web Component Developer.

July 2003. **Master of Science in Human Computer Interaction**, DePaul University, Chicago, Illinois, USA. Graduated with Distinction.

- Courses in user-interaction design theories, usability evaluation methods, rapid prototyping and cognitive psychology.

February 1999. SAP Certified R/3 Application Consultant (Developer).

November 1998. Sun Microsystems Certified Java Programmer.

April 1997. **Bachelor of Applied Science in Electrical Engineering** with Management Science Option. University of Waterloo, Ontario, Canada.

December 1994. AIEJ Japanese Proficiency Examination Level III. **Tokyo, Japan.**

Public Speaking & Volunteering

September 2009. Guest Lecturer. "Emotions & UX Design, a mobile UX designer's perspective". DePaul University. Chicago, USA.

June 2009. Member of organizing committee for MobileHCI 2009. Bonn, Germany.

March 2009, March 2008. Final Project Review Panelist for graduate course in Usability Engineering. DePaul University. Chicago. USA.

May 2008. Member of Technical Support Team and Roundtable Facilitator (Topic: Emotional Branding). Design Strategy Conference. Chicago, USA.

May 2007. Member of Hospitality Team. Design Strategy Conference. Chicago, USA.

January 2007, May 2006. Guest speaker on career path as a User Interaction designer. DePaul University. Chicago, USA.

Patent

Lead inventor of a solution that enables users to customize their video-viewing experiences by downloading user-generated comments. (USPTO Application #: 20090087160)

Affiliations

- Member of American Mensa.
- Member of Upsilon Pi Epsilon, ACM Honor Society for Computing.

Additional Information

- Enjoy traveling, contemporary art, reading, photography and swimming.
- Canadian citizen and permanent resident of United States. Eligible to work in United Kingdom under **Tier 1 PBS VISA**.
- References available upon request.