

A self-driven interaction designer with deep operations, program management, and analytical experience

Work

Google.org / Interaction Designer ([SME Climate Hub](#))

Sep 2021 - Mar 2022, New York City

- Improve user flow that increases the discoverability and encourages commitment rate to help SMEs understand their carbon emissions
- Create compelling mocks, understand user pain points and lead the cognitive walkthroughs to test out new designs
- Facilitate design sprints and conduct retro sessions to gather feedback
- Generate 1,245 visits onto the landing page for the carbon calculator in its first week of launch
- Measure more than 1.7 million metric tonnes CO2 for over 700 SMEs, making it so far known as the [world's largest resource](#) to measure and reduce carbon emissions for small businesses

Google.org / Interaction Designer ([United for Ukraine](#))

Mar 2022 - Sep 2022, New York City

- Partner with the International Rescue Committee to provide design support for refugees fleeing the war in Ukraine
- Develop long-term solutions to address potential future crises
- **Adopt Ant Design System** to create a set of new design proposals to the revamped site
- Conduct independent user research and craft critical user journey
- Rethink of the navigation and search experience on the home page

Google / Information Security Program Manager

Jan 2020-Aug 2021, Mar 2022 - Present, New York City

- Create the **operational framework** with regard to data access, use and governance, including table/tool access architecture and developing processes, training and guidelines based on HR data risk approach
- Proactively design forward thinking **strategic** technical solutions
- **Analyze** operational metrics to identify process gaps and implement solutions towards better efficiency
- Build metrics dashboard, **facilitate workflow design sprints**, and visualize data to derive insights with automation and **scalability**

Google / People Operations Business Analyst

Oct 2015 - Dec 2020, Singapore

- Launch mobility process as global guidelines with 200 FTE hours saved
- Lead strategic tool design and system UAT testing, prototype and prioritize business requirements, identify gaps and opportunities for process improvement and feature requests

Skills

Design: Wireframing and prototyping with Figma, HTML, CSS, InVision, Sketch, Adobe Suite, Final Cut, Illustrations with Procreate, Visualization with Google Dashboards, Design sprints facilitation

Domain Expertise: Data access management, information security, Google Config Language, process optimization

Program Management: Lucidchart, operation research, stakeholder alignment

Research: Cognitive walkthrough, data analysis with SQL and plx tables

Community Highlights

Google / Graphic design, Q2 2019
Develop full marketing toolkit for global campaign of Disability Alliance ERG

Google / UI design, Q4 2018
Design a one-stop-shop site to serve 250 MAU quarterly in a 600 people org

Google for Startups / Visual, Q3 2019
Design pitch templates for AI startups

Dream Community / Manager, Q3 2015
Organize international art affairs

Education

Georgia Institute of Technology
Master of Industrial Engineering, 2011-2012

The National University of Singapore
Bachelor of Industrial and Systems Engineering, 2007-2011

University of California, Berkeley
Industrial Engineering and Operation Research (exchange), 2010-2011

Certification

Shillington Education (Graphic design)
General Assembly (UX design)
Nanyang Academy of Fine Arts (Art history)