



JOYCE LEE

Multidisciplinary Product Designer

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WORK EXPERIENCE

Nov 2018 -
June 2020

MetroResidences
Product Designer (Contract)

- Design user flows to illustrate the experience of the user's journey and to find opportunities for improvements.
- Create wireframes and prototypes to communicate the design and its features to the development team.
- Work closely with various teams to improve the overall guest experience.

Aug 2016 -
Mar 2018

Carousell
Customer Experience Specialist (Trust & Safety)

- Monitored user issues regarding trust and safety in the Australia market.
- Participated in projects to improve trust and safety related issues.
- Addressed and resolved user issues related to trust and safety on the platform.



EDUCATION

2018

General Assembly
User Experience Design (Immersive)

- Worked on 5 projects, one of which was a client project with Foodrazor

2014-2016

University At Buffalo
Bachelor of Arts (Sociology)

2010-2013

Temasek Polytechnic
Product and Industrial Design

2006-2009

Kuo Chuan Presbyterian Secondary School
"O" Levels



SKILLS

- Interaction design
- User journey mapping
- Design research
- Responsive design
- Rapid prototyping



INTERESTS

- Woodworking
- Restoring gameboys
- 3D printing
- Gaming



REFEREES

Cong Cao
Head of Product,
MetroResidences

Contact information available
upon request

Felicia Ng
Trust & Safety Lead,
Carousell

Contact information available
upon request