BONNIE LO

UX DESIGNER

PROFILE

UX/UI Designer with a growth mindset who enjoys creating content and products that provide the best customer experience and assist others in improving the quality of their lives.

DESIGN PROJECTS

UX/UI Designer (Hackathon Event) / Sway

MAR 2021 — MAR 2021

- Created a high-fidelity clickable prototype for a mobile application that assists users in shifting to sustainable behaviour through empowerment on a funding project in 3 weeks
- Teamed up with two UX/UI Designers as well as a UX design and pitch mentor to improve design and pratice pitch presentation

UX/UI Designer / BudgetSpend

DEC 2020 — APR 2021

- Designed end-to-end UX/UI design deliverables for an iOS app that allows users to manage their banking in one place
- Collaborated closely with your tutor and mentor to learn and improve all aspects of UX methodology.

WORK EXPERIENCE

Social Media Marketing Stragist/ BonTime Bonnie

OCT 2016 — PRESENT (Vancouver, BC)

- Produced video content on personal growth, productivity, beauty, and fashion for a YouTube channel with 7K+ subscribers, 400k+ total views, and 100+ videos in Cantonese with English subtitles

Client Care Representative / Telus Telecommunications

SEP 2017 — OCT 2020 (Burnaby, BC)

- Analyzed customers' concerns with profile data, resolved and recommended solutions in English, Cantonese and Mandarin
- Responsible for 25+ inbound calls a day with maintaining a high level of performance under the pressure and a fast-paced environment to achieve the company's 2-minute wait time goal
- Collaborated with marketing department to ensure the offer is appealing to customers to increase sales opportunities

Vancouver, BC, Canada

bonnielo.com

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linkedin.com/bonnielo03

youtube.com/bontime

EDUCATION

Certificate in User Experience Design

AUG 2020 — PRESENT

CareerFoundry

Bachelor of Mathematics and Statistics

SEP 2012 — MAY 2017

Simon Fraser University

SKILLS

User Research, Sketching, Wireframing, Usability Analysis, Info Architecture, Prototyping, Interaction Design, User Flows, Usability Testing, User Interface Design, Branding, Content Strategy, Copywriting

TOOLS

Figma, Adobe XD, MS Office, Webflow, Illustrator, Photoshop, Final Cut Pro, Basic HTML/CSS

LANGUAGES

English, Cantonese, Mandarin